

# Job Description

Position	Project Support Officer
	Arriva ERP Transformation

Organisational unit:	Arriva Plc (a DB company)
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Reports to:	Wave 4 Country Deployment Manager
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Main purpose of the position	<p>Arriva is one of the largest transport services organisations in Europe, employing more than 60,000 people and delivering more than 2.2 billion passenger journeys across 14 European countries every year. We have strong roots dating back to 1938, an ambitious growth agenda, and a continuously developing relationship with DB who acquired Arriva in 2010.</p> <p>We are looking for someone who has experience within assisting project teams and support them in terms of daily work delivery. You need to have experience in standard project tools (To Do Lists, Project Plans, Status reporting, Change requests...). One of your strengths is that you do like to communicate and to engage with colleagues. Good skills in Croatian and English language are precondition. Serbian, Slovenian or German language skills are a benefit.</p> <p>The project location is Zagreb, Croatia. As the project and team has an international setup, willingness to travel (20%) needs to be given from your side.</p> <p>You will report directly to the Country Deployment Manager. The team you are supporting contains of approx. 15 team members.</p>
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Direct responsibilities	<ul style="list-style-type: none"> <li>- Creation of team meeting minutes</li> <li>- Update of availability lists and holiday planning</li> <li>- Coordination of workshops and travels</li> <li>- Follow up of due dates on work stream level</li> <li>- Translation of documents and in several cases ad hoc translation of meetings</li> <li>- Updating of documents on document management systems</li> <li>- Direct team support</li> </ul>
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Knowledge, skills and experience	<ul style="list-style-type: none"> <li>- Standard project management skills</li> <li>- Translating skills</li> <li>- Coordination skills</li> <li>- Strong communication skills</li> <li>- Supporting continuous improvement process</li> <li>- MS Office skills (Excel, Word, Project)</li> <li>- Standard office environment skills (printing, scanning, skype, webbased platforms)</li> </ul>
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Success criteria and indicators	<ul style="list-style-type: none"> <li>- Strong communication skills in English and Croatian language</li> <li>- German, Slovenian and Serbian a benefit</li> <li>- International experience in projects</li> <li>- Being the “heart” of the team and the project office</li> </ul>
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Stakeholder relationships	<ul style="list-style-type: none"> <li>- Arriva Serbia, Arriva Slovenia, Arriva Croatia</li> <li>- Arriva PLC, T&amp;S</li> <li>- DB AG</li> <li>- DB System</li> <li>- Local and international authorities</li> </ul>
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This job description sets out the main duties and responsibilities of the job-holder. It does not constitute an exhaustive or comprehensive description of duties and the job holder will be required to carry out any additional tasks as and when requested to do so by their manager. Responsibilities and duties may also change in light of future business needs and personal development.