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| Job Title | Project Support Officer |
| Business Unit | Environment and Safety |
| Location | Leeds |
| Reports to | Commercial Manager |
| Purpose | * The Project Support Officer will play a critical role in ensuring the successful delivery of SOCOTEC's flow and water quality monitoring tech-based projects
* The purpose of this role is to oversee the development and maintenance of the flow and water quality data and user information of BTM
* You will act as the product owner for the development of flow and water quality data on BTM and therefore you will be the interface between the BTM Development team and the operational needs of the business. This could include mapping out current processes and turning them into user stories and/or specific feature specifications for the developers to work on, updating information in the BTM system, adding new features, managing user access, and ensuring the portal is functioning correctly
* Assisting with communication problems during Outages - during system outages you would help identify and resolve communication issues. This might involve coordinating between different teams, updating stakeholders, and helping to implement backup communication plans
* You will also support the Flow and Water Quality Monitoring Team with technical queries, issues, or tenders, relating to data and equipment. This could involve researching solutions, compiling information, or liaising with technical experts to address queries or issues
* For tenders, you might help gather and organise technical information required for bid submissions
* Developing new processes for handling/moving data with alternative solutions: As the company adopts new equipment or software solutions, you would assist in creating and documenting new processes for data management. This could involve working with technical teams to understand the new systems, drafting process documents, and helping to train staff on new procedures
* Daily support for Data and Operations Departments: You would work closely with these departments to help resolve technical issues that could impact the delivery of the final product to the client. This might involve troubleshooting, coordinating with technical teams, or helping to implement solutions
* You will also work on developing new AI tools for business optimisation: As part of your role in supporting technical innovation, you would be involved in the development and implementation of AI tools to enhance business processes. This could include:
* Collaborating with Operations teams to identify areas where AI can improve our process or benefit our clients
* Assisting in the collection and preparation of data sets for AI model training
* Coordinating user acceptance testing for new AI tools and gathering feedback from end-users
* Helping to document AI-driven processes and creating user guides for staff adopting these new tools
* Monitoring the performance of implemented AI solutions and reporting on their impact on business operations
* Staying informed about the latest developments in AI applications relevant to SOCOTEC's industry and suggesting potential new use cases
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| GeneralResponsibilities/Specific Duties | * As the flow and water quality on BTM product owner you will work closely with the Development team and other stakeholders to ensure the product meets business objectives and our customer needs
* The role requires a balance of strategic thinking, tactical execution, and strong communication skills and duties will include:
* Defining and maintaining the product vision, ie – define the vision for ‘replacing Hydrosphere’ and ensure this is communicated to everyone
* Create tools to track and manage the product backlog
* Prioritise product features and requirements
* Act as the primary point of contact between stakeholders and the development team
* Define user stories and acceptance criteria, having these approved by stakeholders and then communicate them to the developers
* Ensure the product creates value for customers, users, and the company
* Overseeing development stages and providing clarity on requirements
* Being available to answer questions from the Development team
* Saying "no" to features or requests that don't align with the product vision
* Participating in sprint planning to ensure the flow and water quality needs are represented and considered
* Learning about the market and understanding our customer needs
* Translating high-level initiatives into actionable tasks for the development team
* Ensuring the product backlog reflects the current product strategy

**Other General Responsibilities:*** Provide technical support for flow and water quality monitoring projects on BTM
* Assist in the improvement and efficiency of data collection, analysis, and reporting processes
* Support the maintenance and improvement of monitoring systems and technologies

**Specific Duties:*** Assist in troubleshooting technical issues related to flow and water quality monitoring equipment
* Support data analysis and interpretation of water quality and flow measurements
* Contribute to the preparation of technical reports and presentations on water quality and flow monitoring projects
* Contribute to the development of new processes for handling large volumes of environmental data
* Lead the integration of AI tools for predictive analysis, machine learning and early warning systems in water monitoring
* Act as a liaison between the Technical team, Project Managers, and clients on water quality and flow monitoring projects
* Help address and resolve communication issues during system outages to ensure continuous monitoring
* Stay informed about the latest developments in water quality and flow monitoring technologies and methodologies
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| Objectives | **Develop and Streamline Data Visualisation, Editing and Sharing using BTM*** Develop our own Water Quality Data Visualisation and Editing Platform on BTM, with a usable version being developed before the end of July 2025
* Replace Hydstra with Blue Trust Monitoring, with a usable version being developed in 2025, to fit around other projects
* Replace Timeview with Blue Trust Monitoring, with a usable version being developed before the end of September 2025
* Visualise all Rain Alert data in one place (BTM), with a usable version being developed before the end of September 2025
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| Qualifications | * VBA/SQL/Python/Java
* GIS software (QGIS, ARCGIS)
* Hydraulic knowledges
* Hydraulic modelling software (Hec-Ras)
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| Competencies | * Strong data analysis and interpretation skills, particularly with water quality and flow data
* Ability to use and troubleshoot water monitoring equipment and field instruments
* Familiarity with environmental databases and data management systems
* Knowledge of water quality standards and regulations
* Ability to manage multiple projects and priorities simultaneously
* Knowledge of Blue Trust Monitoring/PRISM/HydroSphere
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| Desirable | * Understanding of AI and machine learning applications in environmental monitoring:
* Basic knowledge of AI concepts and terminology
* Awareness of how AI can be applied to water quality and flow monitoring
* Understanding of the potential benefits and limitations of AI in environmental data analysis
* Integration of AI agents to monitor and oversee ongoing projects, triggering automation in case of missing data or detected anomalies
* Ability to assist in project planning, scheduling, and budgeting
* Automate or reduce process and API integration to streamline processes whenever feasible, helping to optimize and reduce workflow. This may include integration with middleware, virtual machines or scheduled processes
* Upgrade outdated software to a newer version when feasible, incorporating modern tools such as an updated database, faster response times, enhanced libraries, and query efficiency to reduce processing time
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| Mandatory Training | * SOCOTEC Online Health & Safety Training modules - paid for by the company
* SOCOTEC Online HR Policies Awareness modules - paid for by the company
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