

**Role Profile**

**Project Management Office (PMO) Specialist**

**Role Purpose**

**The PMO Analyst is an integral part of the Group Projects Team and will be responsible for developing new, and enhancing existing processes and working practices, to drive maturity in Project Management Office (PMO) service delivery and project delivery practices across the Portfolio. The role holder will perform governance, reporting, assurance and project support activities to enable the successful delivery of our strategic Portfolio - a collection of programmes and projects aligned to the delivery of our Best Lives possible strategy.**

**Key Accountabilities**

**Business Strategy**

* Own the monthly and quarterly Portfolio reporting processes to our Executive, Committees and Board, ensuring that information provided is timely, accurate and at the right level of detail to inform strategic decision making.

**Transformation**

* Coordinate the development, maintenance, and continuous improvement of all PMO processes and practices that translate the strategy into action to enable data led decision making regarding the Portfolio, ensuring the organisation operates effectively and efficiently and achieves / improves upon planned performance.

**Quality and Compliance**

* Coordinate the development and implementation of quality assurance and governance processes and forums for change delivery activities to ensure high change delivery standards and the overall successful implementation of programmes and projects.
* Drive the development and maintenance of project management methodologies, standards, and tools to drive consistency in how projects are delivered and managed.

**Service Delivery**

* Provide support to Project Managers by creating and updating project documentation, including project plans, status reports & other key project documentation to ensure excellent project governance is implemented.
* Monitor key performance indicators (KPIs) / benefits metrics and provide insights to enhance project performance reporting.

**Legal and Risk**

* Work with Project Managers to manage and monitor project, programme and portfolio level risks, issues and dependencies to provide transparency and ensure that appropriate mitigation is put in place to drive positive outcomes.

**Systems**

* Develop, maintain and support the use of project management tools, templates and systems (E.g. Smartsheets) to enable consistent and effective project delivery and reporting activity across the organisation.

**Finance**

* Work with Project Managers, Project Leads and Finance Colleagues to track all costs associated with the delivery of the Portfolio in order to control and monitor project spend.
* Support the definition and delivery of resource management activities / processes so the organisation can track the total cost of change and conduct the necessary resource planning activity across the organisation.

**Operational Excellence**

* Participate in project reviews and own lessons learned working practices to identify opportunities for process enhancements and implement best practices to improve overall project efficiency and effectiveness.
* Keep abreast of industry best practices and contribute to the continuous improvement of portfolio, programme and project management processes and ways of working.

 **Leading and Managing a Team**

* Lead, develop and motivate their team (direct or indirect reports) to attract, retain and develop the capacity, capability and talent to create a high performing team and achieve local objectives
* Set expectations and manage, monitor, coach and develop team members (direct or indirect reports) to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities and experience.

**Scope and Geography** This is a national role.

**Travel Expectation** This role is primarily based in OMC in Widnes. There will be some expectation for national travel but this is not likely to be regular.

**Collaboration** It is expected that the post holder will work proactively and collaboratively with the Group Projects Team, Programme and Project Sponsors and Leads and Support Services functions

**Budgets** This role will not have any direct budgetary accountability.

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| **Best Life Possible Success Measures** |
| **Service Quality and Innovation** | * Accountable for driving improved working practices in relation to the delivery of our strategic projects
* Positive feedback from stakeholders about improvements made to governance, documentation, or reporting
* As part of the regular reporting cycle, delivering accurate reports on time.
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| **Career Opportunity** |  |
| **Community Engagement** | * …
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| **Sustainable Economics** | * Through effective project assurance processes, drive the delivery of project objectives within time, cost, and scope parameters, delivering positive outcomes
* Positive momentum on [department/ workforce etc] KPIs, including retention, lost time, e-learning compliance, Recruitment, Commissioned Hours Delivery etc
* Delivery of project objectives within time, cost, and scope parameters, delivering quality results
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| **Structure** |

**Qualifications, Experience and Knowledge**

* Educated to Degree level or equivalent work experience in a similar/ relevant role
* Practitioner Certificate in PRINCE 2 an equivalent project management qualification or suitable relevant experience (Desired)
* Experience working on large change programmes or complex projects with multiple workstreams and third parties in PMO roles(s). Undertaking activities to drive effectiveness and efficiency in the delivery of change. E.g. project co ordination and support; performance tracking and reporting; process improvement & optimisation; risk, issue, dependency management; budget management; resource allocation; quality assurance; tool implementation and management; compliance & governance.
* Strong understanding of project management principles, methodologies, and best practices.
* Familiarity with project management frameworks such as PRINCE2 or Agile frameworks can be advantageous.

**Competencies, Skills, and Abilities**

**Communication skills:**

* Excellent written and verbal communication skills to interact with stakeholders at various levels.
* Ability to create clear and concise reports, documentation, and presentations.
* Experience of communicating and working with stakeholders at all levels.

**Organisational skills:**

* Strong organisational and multitasking abilities to handle multiple projects and tasks simultaneously.
* Attention to detail and ability to ensure that project documentation is accurate and up-to-date.

**Team collaboration:**

* Ability to work collaboratively with project teams and stakeholders.
* Strong interpersonal skills to build positive relationships with team members.

**Problem solving skills:**

* Ability to identify issues, risks, and challenges within projects and propose effective solutions.
* Proactive approach to problem-solving.
* A ‘can-do’ attitude and willingness to adapt at short notice to the needs of the projects and Team.

**Analytical skills:**

* Ability to analyse data, identify trends, and make recommendations based on findings.
* Proficiency in using analytical tools and software (Desired)

**IT skills:**

* Proficiency in using project management tools and software, such as Smartsheet, Microsoft Project, Jira, or other similar applications.
* Proficient in MS Office applications E.g. excel, Powerpoint, word.
* Experience of using process mapping tools E.g. visio

**Personal Attributes:**

* Reliable and determined.
* Able to work well with others and be a team-player.
* Empathetic communicator, able to see things from other person's point of view.
* Flexibility to adapt to changing project requirements and priorities.
* Proactive attitude to identify potential issues and propose improvements.
* Willingness to take on additional responsibilities and contribute beyond assigned tasks.
* Ability to challenge others respectfully and effectively to lead to best conclusion for the charity.
* Keen for new experience, responsibility, and accountability.
* Ability to demonstrate core values of Community Integrated Care
* Willingness to learn and stay updated on industry best practices and tools.

**Tasks and Responsibilities** (representative, not exhaustive)

* Work with Team members to achieve increased buy in, support and maturity in PMO and the change delivery processes across our charity.
* Oversee the coordination, collection and summary of high quality programme and project reporting ensuring that all updates are received on time.
* Possess excellent attention to detail and have the ability to write and review documentation to ensure that high quality standards are being met.
* Collect and analyse project data to generate meaningful reports for Project Managers and stakeholders in order to drive improvement.
* Assist in the implementation and adherence to project governance policies and procedures for example, ensuring that project documentation is in place (Project Brief and Project Definition Documentation) and that project governance processes are defined and operational (E.g. RAID logs, project governance meetings).
* Drive the development and maintenance of project management methodologies, standards, and tools to drive consistency in how projects are delivered and managed.
* Manage the stage gate review process to ensure that projects are progressing as planned and meeting their objectives at various stages of project lifecycle.
* Undertake resource management activities across the Portfolio to enable effective resource planning.
* Undertake project cost tracking activity across the portfolio, working with Project Managers and Finance Colleagues.
* Perform regular audits to ensure compliance with established standards and support the Projects Team to get ready for external auditing.
* Undertake lessons learned working practices to identify opportunities for process enhancements and implement best practices to improve overall project efficiency and effectiveness.
* Collaborate with the business to gain visibility of potential new projects.
* When required, assist in the review and design of operational processes, for example mapping ‘as is’ and ‘to be’ processes.
* When required, support experienced Projects Managers in the delivery of complex projects and / or own the delivery of less complex projects.
* Provide training and support to colleagues on project management tools, templates and technologies.
* Assist in the preparation of presentations and reports for senior management.
* Support other business planning activity such as collaborating with various departments to gather inputs for business planning and assisting in the development of long-term strategic plans.

**Behaviours and Values**

At Community Integrated Care “how” you approach your work is just as important as “what” you do. With that in mind, we have outlined the key behaviours that we look for at each level in our charity. This role aligns with level WHAT in our guide to behaviour.

**Job Evaluation**

Internal Evaluation Level: SUBJECT TO EVALUATION