A close-up of a label

Description automatically generated

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ROLE PROFILE | | | | |
| Job title | PMO Manager | | Date | 16 May 2024 |
| Business | Group IT (Modernisation) | | | |
| Department | Business Transformation | | | |
| Location | Leicester | | | |
| ROLE SUMMARY (main purpose) | | | | |
| The PMO Manager will be responsible for overseeing the project management pillar of the programme and managing the governance of the portfolio of initiatives that form part of the Modernisation Programme. The role will involve developing and implementing project management methodologies/tools and providing guidance and direction to project teams. The PMO Manager will work closely with stakeholders at all levels of the organisation to ensure that projects are delivered on time, within budget, and to the required quality standards. | | | | |
| REPORTING STRUCTURE | | | | |
| Reports to | Head of Business Transformation (with dual reporting into the Modernisation Programme in addition) | | | |
| Direct & indirect reports | Direct : N/A Indirect: Assigned project team. | | | |
| Key internal stakeholders | Modernisation Programme Director  Cross functional Senior Leadership Team  Project Managers, Business Analysts  All Program Capability Leads (People, Process, IT, Digital, Data, Performance etc)  All Group Functions  Change & Communication Team  Categories and Business sites | | | |
| Key external stakeholders | External consultants where retained  Some External SMEs as required | | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | | |
| **KEY RESPONSIBILITIES:**  • Develop and implement project management methodologies and tools  • Provide guidance and direction to project teams  • Monitor and report on project progress and ensure adherence to the governance set  • Develop and maintain project management documentation, including project plans, risk registers, and  status reports  • Ensure that projects are delivered on time, within budget, and to the required quality standards  • Identify opportunities for improvement in project management processes and develop strategies to  address them.  • Manage project budgets and resource allocation  • Develop and maintain strong relationships with stakeholders at all levels of the organization  • Provide training and support to project teams on project management methodologies and tools  • Ensure that project management activities are compliant with relevant legislation and regulations  **KEY CAPABILITIES/SKILLS REQUIRED:**  **The PMO Manager role requires a range of capabilities, including:**  **1. Project Management Skills:** A strong background in project management, including experience in planning, executing, and monitoring projects. Should be familiar with project management methodologies/tools and have experience in managing project teams including measuring project performance with clear reporting of KPIs and metrics.  **2. Leadership Skills:** Strong leadership skills, including the ability to motivate and inspire teams, and to provide guidance and direction to team members. Should be able to communicate effectively with stakeholders at all levels of the organization.  **3. Strategic Thinking**: Think strategically and align project management activities with the overall goals and objectives of the organisation. Ability to identify opportunities for improvement and to develop strategies to address them.  **4. Analytical Skills**: Strong analytical skills, including the ability to analyse data and to identify trends and patterns. Use data to make informed decisions and to develop strategies for improving project management processes**.**  **5. Communication Skills:** Excellent communication skills, including the ability to communicate complex information to stakeholders at all levels of the organisation. Ability to communicate effectively both verbally and in writing**.**  **6. Change Management Skills:** Experience in partnering with change management teams, including the ability to manage resistance to change and to develop strategies for implementing change effectively and driving adoption to the success of the program(s).  **7. Technical Skills:** A good understanding of project management tools and software, as well as other relevant technical skills such as data analysis and reporting. Ability to work with the Business Analysts to help structure program needs effectively.  **8. Interpersonal Skills:** Strong interpersonal skills, including the ability to build relationships with stakeholders and to work collaboratively with others.  **9. Organisational Skills:** Strong organisational skills, including the ability to manage multiple projects and priorities simultaneously, and to prioritise tasks effectively.  **10. Business Acumen:** Good understanding of the business environment in which they operate, including the industry, market trends, and the competitive landscape. They should be able to use this knowledge to inform project management decisions and to develop strategies for improving project outcomes. | | | | |
|  | **External Candidate** | **Internal Candidate** | | |
| Qualifications | * Educated to Degree level * Industry recognised Project Management Certification of Agile, Scrum or Waterfall (e.g. PRINCE 2 or PMP) | * Educated to Degree level * Industry recognised Project Management Certification of Agile, Scrum or Waterfall (e.g. PRINCE 2 or PMP) | | |
| Experience | * Minimum of 5 years experience in a project management role * Proven track record of delivering projects on time, within budget, and to the required quality standards | * Minimum of 5 years experience in a project management role * Proven track record of delivering projects on time, within budget, and to the required quality standards | | |
| PERSONAL ATTRIBUTES & BEHAVIOURS | | | | |
| * Proactive and highly organised * Thrives in ambiguity * Strategic thinker with a results-driven approach * Strong leadership skills with the ability to inspire and motivate teams * Excellent communication and interpersonal skills * Ability to work collaboratively with others * Strong analytical and problem-solving skills * Ability to work under pressure and to tight deadlines * High level of integrity and professionalism * Strong work ethic and commitment to excellence | | | | |
| COMPETENCIES FOR SUCCESS | | | | |
| **Competency** | **Descriptors** | | | |
| Values People | Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect. | | | |
| Customer Focus | Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success. | | | |
| Collaborative Team Working | The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism. | | | |
| Flexibility & Adaptability | The ability to change and adapt one's own behavior or work procedures when there is a change in the work environment, for example because of changing customer needs. | | | |
| Initiative & Taking Ownership | Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism. | | | |
| Drive for Excellence | Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement. | | | |
| Resource Management | Effectively manages resources and cost drivers to achieve sustainable productivity and profitability. | | | |
| Technical Expertise | Has the skills, knowledge and experience required to excel in own area of specialism and the willingness to further grow and develop. | | | |
| Self-Management | Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that your own time, priorities and resources can be managed to achieve goals. | | | |