

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
<b>Programme Management Office Manager</b>	<b>Programme Manager - Business Change and Transformation</b>	<b>Business Change &amp; Transformation</b>	<b>Business Change</b>	<b>D</b>

<p><b>Job Purpose:</b></p> <p>Oversee the Programme Office for all projects &amp; programme within the Business Change and ICT areas. Deliver and govern corporate, strategic level processes for co-ordinating improved delivery across Your Housing Group's entire set of programmes and projects; providing a complete picture of the Group's commitment of Programme and Project Management investment and resources in delivering its strategic objectives.</p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul>
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### **Key Responsibilities:**

1. Oversee and ensure adherence to the Project Governance framework.
2. Provide clarity regarding the lifecycle 'stage gate' criteria and support Project Manager's to ensure adherence to the lifecycle.
3. Responsible for the 'Request for Work' process to ensure all projects are clearly logged, assessed, scheduled, and resourced.
4. Assist in enabling a whole view of the pipeline of Programmes and Projects, allowing appropriate assessment against strategic priorities.
5. Provide visibility of resource allocation across the portfolio and highlighting all issues.
6. Ensure processes and systems are suitable for long and medium-term forecasting of resource and seek to ensure resources are available in the right number, with the right skills, at the right time.
7. Oversee tracking and visibility of portfolio risks and issues and the portfolio priorities.
8. Oversee project costs and ensure finances are well managed ensuring that the programme and projects adhere to the Group's financial processes.
9. Ensure cross project/programme dependencies are recorded and the dependency log is accurately maintained and proactively managed.
10. Administer the timesheet system (Clockify), ensuring appropriate MI (Management Information) is available for assessment and analysis.
11. Provide information to the relevant Boards on the performance of all Programme and Project Management resources and functions.
12. Assist with the provision of key intelligence on the cost, progress, resources and benefits realisation associated with all Programmes in the pipeline.
13. Assist in providing an overview and appropriate level of scrutiny across all delivery activity within the Group.
14. Assist with the establishment, improvement and implementation of Group-wide standards, processes, documentation and ways of working for Programme and Project Management.
15. Assist with the collation of, and response to lessons learned ensuring the widest positive impact across the Group, ensuring improvements and efficiencies are widely implemented and adopted.
16. Highlight opportunities for continuous improvement within the role and the project management framework.
17. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A solid understanding of data, data standards and data manipulation</li> <li>• Knowledge of creating delivery/implementation plans</li> <li>• Knowledge of the design/development of PMO and performance management business processes and systems</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to extract and analyse relevant facts from data and relevant applications</li> <li>• Excellent verbal, numerical and written communications skills</li> <li>• Ability to understand different stakeholder requirements, presenting information at the relevant audience level</li> <li>• Strong investigative, report writing and research skills</li> <li>• Excellent performance management skills</li> <li>• Ability to work unsupervised, constructively, showing initiative in varying situations from basic</li> <li>• Ability to use standard MS Office products including MS Project to advanced level</li> </ul>	

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of service assurance standards and programmes</li> <li>• Experience of monitoring and reporting performance, using manual or electronic systems</li> <li>• Experience of collating, formatting and disseminating information, ensuring suitability for various audiences</li> <li>• Experience in the prioritisation and delegation of work including monitoring and progressing issues</li> <li>• Significant experience of working within a Portfolio or Programme Management function</li> <li>• Significant experience of working in a performance management function</li> <li>• Project management experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within an ISO9001 accredited environment</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• PRINCE2 foundation and / or equivalent level of experiential learning</li> </ul>	
<b>People Management Responsibility?</b>	No line management responsibility	
<b>Budgetary Responsibility?</b>	No budgetary responsibility	
<b>Key Relationships (internal/external)</b>	Colleagues and stakeholders at all levels within the Group	

### **Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

### **Key Role Performance Indicators**

1. Provision of Design Authority and Change Board governance packs on a frequent basis to ensure adherence to agreed project governance
2. Proactive management of critical delivery resource plan
3. Proactive management and tracking of portfolio risk and issues impacting delivery of projects

**Date Role Profile Created/Updated:**

**January 2021**