

ROLE PROFILE

1

Programme Management Office Manager

Grade

D

Responsible for

No line management

Reporting to

Head of Business Change

Core purpose

To set up and oversee the Programme Office for all projects & programmes within the Business Change and ICT areas. Providing a complete picture of the Group's commitment of Programme and Project Management investment, resources, and schedule in delivering its strategic objectives through project delivery.

The PMO Manager will:

Establish and lead the implementation and ongoing management of the PMO Function that will be the organisers for programmes of change and the centre of excellence in supporting the delivery of change, through effective and appropriate governance and reporting.

Work with the PMO Project Managers and Business Analysts to establish, improvement and implement Group-wide standards, processes, documentation and ways of working for Programme and Project Management. Highlighting opportunities for continuous improvement within the role and the project management framework.

Have oversight across all YHG's Projects and Programmes and report up through the different governance levels.

Manage how work comes into the PMO, how resource is allocated and support the prioritisation of work and resources.

Our values



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

RESPONSIBILITIES

- ✓ Oversee and ensure adherence to the Project Governance framework.
- ✓ Responsible for the 'Request for Work' process to ensure all projects are clearly logged, assessed, scheduled, and resourced.
- ✓ Provide a whole view of the pipeline of Programmes and Projects, allowing appropriate assessment against strategic priorities.
- ✓ Provide visibility of resource allocation across the portfolio and highlighting all issues.
- ✓ 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.
- ✓ Oversee tracking and visibility of portfolio risks and issues and the portfolio priorities.
- ✓ Oversee project costs and ensure finances are well managed ensuring that the programme and projects adhere to the Group's financial processes.
- ✓ Ensure cross project/programme dependencies are recorded and the dependency log is accurately maintained and proactively managed.
- ✓ 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.
- ✓ Administer the timesheet system (Clockify), ensuring appropriate MI (Management Information) is available for assessment and analysis.

STRENGTHS

- ✓ Lead the design/development of PMO and performance management business processes and systems
- ✓ Understanding of data, data standards and data manipulation
- ✓ Creating delivery/implementation plans
- ✓ Excellent verbal, numerical and written communications skills
- ✓ Ability to understand different stakeholder requirements, presenting information at the relevant audience level
- ✓ Strong investigative, report writing and research skills
- ✓ Excellent performance management skills
- ✓ Ability to work unsupervised, constructively, showing initiative in varying situations from basic

ESSENTIAL REQUIREMENTS

- ✓ Project management experience
- ✓ Experience of working within a Portfolio or Programme Management function
- ✓ Experience of service assurance standards and programmes
- ✓ Experience of monitoring and reporting performance, using manual or electronic
- ✓ Experience of collating, formatting and disseminating information, ensuring suitability for various audiences
- ✓ Experience in the prioritisation and delegation of work including monitoring and progressing issues
- ✓ PRINCE2 foundation
- ✓ MS Project to advanced level

BENEFICIAL TO THE ROLE

- ✓ Housing experience
- ✓ Implementation of system to support PMO reporting, resource management and Portfolio Plan/view

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