

Title: Programme and Project Management Office – Officer	Department: Resources	Post Ref: NJE 0909
Job Purpose: <ul style="list-style-type: none"> To provide a comprehensive PMO service, including programme and project reporting, resource management, demand management and benefits realisation management in order to facilitate successful delivery of the corporate portfolio (programmes and projects) of ICT-enabled business change. 		
Key Responsibilities <ol style="list-style-type: none"> 1. Production of a regular suite of programme and project performance data and information including, KPIs, performance against plan, spend, resource usage etc. to inform and support senior management in delivering the corporate ICT portfolio of business change. 2. Day to day management of the programme and project prioritisation model; collating and analysing business demand and providing appropriate information to the PMO Manager and ICT MT to allow informed prioritisation of requirements by the ICT Business Steering Group. 3. Working with the PMO Manager, Technology Partners and Programme Managers to collate and analyse resource requirements, assessing them against agreed business priorities and allocating resource appropriately. 4. Providing advice and guidance for programme and project managers on the County Council's standards and best practise for delivering change. 5. Lead on providing training and support to Senior Responsible Officers (Programme Sponsors), Project Sponsors and Senior Stakeholders on their roles and responsibilities related to programme and project governance. 6. In line with the PMO Managers' programme, carry out regular and detailed quality/assurance reviews of Programmes and Projects within the ICT portfolio of change, reviewing: <ul style="list-style-type: none"> • Management compliance with corporate standards and best practice. • Programmes/projects remain on plan to deliver key outcomes/outputs. 	Key Accountabilities <ol style="list-style-type: none"> 1. To the PMO Manager for the timely delivery and quality control of the monthly programme and project performance suite of reports and information. 2. To the PMO Manager for providing one off and ad hoc reports on portfolio/programme/project performance as required. 3. To the PMO Manager for the day to day management of the programme and project demand and prioritisation model. 4. To the PMO Manager for the effective allocation of resources in line with agreed priorities. 5. To the PMO Manager for the PMO library of information and best practise. 6. To the PMO Manager for the Lessons Learned process and the capture of lessons learned across the portfolio of ICT-enabled change. 7. To the PMO Manager for the maintenance, management and championing of the PMO tools and technologies. 	

7. Actively managing the monthly reporting cycle, including monitoring quality and content of reports in line with the required standards.
8. Working with Programme and Project Managers, put in place plans to track and report on benefits realisation.
9. Lead on developing and managing a central repository of all relevant toolkits, templates, processes, guidance and best practice examples.
10. Develop and maintain a robust Lessons Learned process to ensure that relevant lessons are captured, accounted for and utilised on all Programmes and Projects.
11. Day to day management and ownership of the ICT programme and project management tracking tool, providing advice and support to Programme and Project Managers on its use as required.
12. Quality assurance of programme and project steering group/board reports.
13. Membership of any working groups, forums or committees within the post holder's area of work.

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Educated to degree level and can demonstrate relevant experience as a PMO Officer or experience of working on change projects and cross-service/departmental working in a large organisation.
2. APMG P3O Foundation is desirable.

Personal skills and general competencies

1. Sets an excellent example of customer care for other staff.
2. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness

<ol style="list-style-type: none"> 3. PRINCE 2 Foundation <u>or</u> Association of Project Management Association (APM) Introductory Certificate <u>or</u> IPMA Level D. 4. Recognised training in AGILE software development and project delivery techniques is desirable. 5. Knowledge and understanding of the Risk management lifecycle. 6. Knowledge and understanding of the fundamentals of Benefits Realisation Management. 7. Knowledge and understanding of local government services and how they operate. <p>Specialist Knowledge/Skills</p> <ol style="list-style-type: none"> 8. Well-developed planning skills with the ability to use own initiative to plan and manage own work programme. 9. Demonstrates good oral and written communication skills. 10. Good presentational and facilitation skills with the ability and confidence to present to and brief audiences at all levels in the organisation. 11. Has a thorough understanding of project management methodologies and delivery lifecycles. 12. Well-developed communication and influencing skills. 13. Well-developed interpersonal skills with the ability to build strong relationships, challenge appropriately and secure buy-in 14. Experienced user of MS Project, Word, Excel, Visio, e-mail, PowerPoint and the internet / intranet. 15. Influencing and negotiating skills to ensure buy-in and commitment. 16. Commercial and contractual knowledge and awareness. 17. Experience and understanding of financial/budget management. 	<ol style="list-style-type: none"> 3. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards 4. Takes an active role in managing risk, health and safety and safeguarding issues.
<p>Experience</p> <ol style="list-style-type: none"> 1. Three years relevant work experience in a PMO environment or supporting change management/service improvement in a development role. 2. Experience of working with a recognised programme/project management tool e.g. VERTO. 	

3. Three years' experience of working with senior managers and senior stakeholders across a large and diverse organisation.	
4. Experienced user of MS Project, Word, Excel, Visio, e-mail, PowerPoint and the internet / intranet.	

Role Dimensions

1. Over the next 2 to 3 years, the ICT Change portfolio supported by the post holder is expected to be c£15m in value and will be instrumental in enabling c£150m of savings across the organisation. Projects delivered will be high profile and individual programmes will typically be £2-5 million+ in value. The breadth of programmes supported will include the provision of enabling ICT systems, departmental and cross cutting corporate initiatives and major programmes delivering shared services with Partner Organisations (e.g. NHS), other Local Authorities and Private Sector companies.
2. The post holder will be responsible for carrying out detailed quality/assurance reviews of complex programmes and projects of work, highlighting issues and problems and producing reports on findings for assessment by ICT MT and the ICT Business Steering Group. As part of the assurance function the post holder will be expected to carry out financial audit reviews examining:
 - Programme and Project budget spends, assessing and reporting on forecast against actual expenditure.
 - Tracking delivery of agreed financial business benefits. Confirming benefits have been realised on plan and to scale as well as providing assurance on the viability of delivery of future stated financial benefits.
3. The reporting suite managed by the post holder will be used to inform decision making on major programmes and projects by Senior Management and Elected Members across the County Council and partner organisations.
4. The post holder will be responsible for managing the day to day operation and ongoing development and support of the programme and project management tracking tool set.
5. The post holder will be expected to build relationships with, and co-ordinate between multiple parties including the ICT Business Steering Group, Transformation Boards, ICT Technology Partners and Programme and Project Managers.
6. The post holder will, with their counterpart from the Improvement Programme, lead on developing and managing a corporate tool for capturing and making use of lessons learned on programmes and projects across the authority.
7. The post holder will, with their counterpart from the Improvement Programme, lead on delivering training and advise to programme and project managers on corporate standards and best practise in the authority.
8. The post holder will be expected to provide advice, guidance, support and training to Senior Responsible Officers (CLT and Service Directors) and Project Sponsors (Service Directors and Group Managers) on their role and responsibilities related to programme and project governance.
9. The input to the overall development of programme, project management and system development standards contributes to broader business change management development within the County Council and its partners.