



Role Profile

The Role			
Role Title:	Project Management Office (PMO) Support	Reporting to (job):	Head of PPM
Legacy job titles covered by this role profile:	Project Support Officer	Jobs that typically report into this role:	None
Function / Org Unit	Transformation Unit	Job Number:	
Base and travel	Home based Occasional travel for meetings	Band (<i>to be assigned by Reward</i>)	
Role Dimensions			
Number of direct reports	None	Manager/Individual Contributor:	Individual contributor
Number of dotted line reports	10 project managers (matrix)	Budget (Operating/Capital)	None
Total No of Reporting Staff (include all direct and indirect reports)	10 - all matrix	Decision Making Authority & Responsibility for Resources	Full authority for the portfolio tool Responsible (but not accountable) for all portfolio data & documentation.
Working Environment	Home based - Chasing PMs for progress reports, enforcing governance processes, all remotely Engaging in a lot of meetings (circa 50% of their time)		

Role Purpose	<p>PMO Support works in a Project/Program Management Office (PMO). A PMO is the command center for large projects, and the PMO Support tracks the information that comes into this hub and makes sure everything is running smoothly.</p> <p>Provide key analysis to the PMO function. Contribute to developing and maintaining the portfolio plan. Administration of project management framework, processes, and tools. Collation of status reporting across the portfolio, including the effective tracking and communication of project status and metrics.</p> <p>Manage the implementation of the following processes: enterprise resource management, financial management, change control, milestone tracking, planning & reporting. Develop and maintain: our portfolio-level resourcing approach; our electronic document repositories; and other key management information products for the portfolio. Run the portfolio management tool, ensuring it remains up to date. Train new users in the use of the portfolio management tool. Act as the source of documentation, guidance and metrics on the practice of project management and execution.</p>
Principal Accountabilities	<ul style="list-style-type: none"> ● Assist the Head of PPM to help shape the processes and systems associated with the portfolio including lifecycle management, status reporting and portfolio communication ● Provide administrative support with the management of the portfolio ● Centralise all portfolio status reporting including scope, schedule, and budget. Maintain processes to ensure project management documentation, reports and plans are relevant, accurate and complete. Chase project managers to ensure they remain compliant with progress reporting. ● Ensure that all project and programme documentation is stored in the correct data repository mandated by the PMO. ● Track and report on project portfolio performance, providing a real-time, comprehensive, and prioritized view of all projects ● Feedback to the Head of PPM whether plans are missing key milestones or status information required for reporting upwards ● Assist in managing enterprise level resource allocation, including adjustments based on emerging business or technical opportunities and challenges. Provide early warning indicators to the Head of PPM on any resource pinch points. ● Develop positive relationships with managers and staff to enable the PMO function to provide support including facilitation, tracking and reporting on projects, and training ● Work with Programme and Project Managers to embed the systems and processes required to run the portfolio ● Work alongside the Finance team to ensure accurate and correct financial tracking of projects

	<ul style="list-style-type: none"> • Maintain the Portfolio level RAID • Support the impact assessment of change requests in relation to project/programme benefits. Advise where changes should not be accepted in the context of overall project/programme governance. • Assist and advise leaders, managers, and teams to the best use of project management disciplines and approaches • Act as a reference point for PMO queries and information and an advocate for best practices in project management • Facilitate post project reviews. Share lessons learned and best practices across programs, building relationships with stakeholders and brokering relationships at all levels • Administer the portfolio management tool. Provide training in the tool to new users as required. Act as primary liaison with the third party tool provider.
Key Interfaces	<p>Internal - Working with all project and programme managers across the business. Liaison over project documentation, reporting on project performance, and negotiating over resource usage between PMs and resource owners across the business.</p> <p>External - liaison with the portfolio tool provider over upgrades and licensing.</p>
The Person	
Personal Attributes and Key Competencies	<ul style="list-style-type: none"> • Dynamic personality, capable of engaging a wide audience during facilitated sessions • Self-starter with a 'can do' attitude who defines and leads not follows or stops at blockers • Excellent and articulate oral and written communication; must be able to adapt the style for varied audiences • Must work to a high degree of accuracy with very good attention to detail • Ability to guide and support Project Managers and ensure clear communications channels are established between the project team and client stakeholders • Ability to cope under pressure • Collaborates well • Team player, and able to work on own initiative • Demonstrably positive and tenacious approach to problem solving • Ability to quickly absorb and understand a new concepts • Ability to think of creative solutions to business issues • Ability to establish and maintain relationships with senior management • Ability to adapt quickly to a new environment / situation • Ability to quickly gain credibility with a new audience

Essential Key Skills, Qualifications & Experience	<ul style="list-style-type: none"> • Process driven, autonomous and an organised completer/finisher • Demonstrable ability to create project documents • Proven ability to implement and follow control procedures • Proven presentation skills • Good documentation skills • Proven problem solving capabilities • Ability to build trust and respect in others • Ability to make sense of complex situations, rapidly prioritise issues and provide conscious outputs • Able to demonstrate knowledge and practical application of a number of control processes such as: report collation and analysis; benefits management; issue and risk management; dependency management; document management. • Certification in an industry standard project management methodology • Experience of having worked on projects • Experience of using project management tools to manage development activity • Extensive experience creating Gantt charts, including resource leveling, dependency chains and critical paths • Experience in controlling, reconciling and reporting on projects • Knowledge of both Agile and waterfall methodologies • Working knowledge of MS Project • Experience in providing service to internal stakeholders to achieve successful project outcomes • Experience of analysing complex data to produce useful management information
Desirable Key Skills Qualification & Experience	<ul style="list-style-type: none"> • Ability to use the Google to create and edit documents, spreadsheets, emails, project plans and presentations • A strong understanding of PRINCE 2, MSP, P30, MoR, ITIL and CMMI working practices • Valid driving license

Creation and Authorisation		
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>		
Profile written by:	Role: Head of PPM	Date: 20/06/20
Approved by (operations):	Role:	Date:

Approved by (HR):	Role:	Date:
Date Job last evaluated:		