

JOB DESCRIPTION AND PERSON SPECIFICATION		
Job Title: Portfolio Management Office (PMO) Support Analyst Contract Length: Permanent Salary: £33,090 -£40,638 per annum	Grade: 4	Accountable to: PMO Manager Hours per week/FTE: 35 / 1 FTE Weeks per year: 52
Service: IT Services, Programmes & Projects		Location: Elephant and Castle
Purpose of role: Responsible for the provision of programme and project office services and support. Proactively provides best practice advice, guidance and standards for programme and project management to members of the Portfolio Management team. Provides ad-hoc Project Management support relating to programmes and projects as required under the supervision of a Business Analyst, Programme or Project Manager. Provides portfolio wide management information across the programmes and projects being undertaken by the Portfolio Management team.		
Main Duties and Responsibilities: <ul style="list-style-type: none"> • PORTFOLIO/PROGRAMME AND PROJECT ADMINISTRATION SUPPORT <ul style="list-style-type: none"> ○ Provide administration support to selected boards including: <ul style="list-style-type: none"> ▪ ensuring agendas are circulated ▪ Recording of meeting decisions, and progress reviews actions. ▪ ensuring progress on actions arising from meetings ▪ development of the processes and procedures required to effectively run the meetings ▪ actively inputting into ways of continuing to develop governance and portfolio meetings to meet the needs of the stakeholders ○ Develop presentational information on behalf of Portfolio Management Team members' e.g. PowerPoint slides. ○ Develop and manage the standard collaborative tools e.g. SharePoint which are used by the Portfolio Management Team to support the delivery of programmes and projects. • PROGRAMME/PROJECT MANAGEMENT SUPPORT <ul style="list-style-type: none"> ○ Undertake ad-hoc Project Management duties e.g. Risk Analysis, Progress checks, Issue Management, Planning, Procurement etc. under the supervision of a Programme or Project Manager ○ Contributes to the production of programme and project documentation such as Business Cases, Project Initiation Documents (PIDs) and Highlight reports ○ Develop, define and deliver post programme and project reviews on behalf of the programme/project manager to identify 'lessons learned' and follow on actions. ○ Manage and deliver health checks on programmes or projects throughout the lifecycle ○ Develop and deliver workshops with programme and project teams as required under the guidance of Programme and Project Managers, providing guidance on PMO methods and standards e.g. risk, planning etc. ○ Provide a PMO induction programme for all new Portfolio Management Team staff. • PROGRAMME AND PROJECT STANDARDS AND BEST PRACTICE <ul style="list-style-type: none"> ○ Develop and maintain a repository of 'best practice' and good examples of programme and project documentation for use in knowledge sharing activities ○ Develop and maintain the PMO Processes Portal and SharePoint site used to promote PMO standards and best practice ○ Develop and manage document control procedures to cover configuration management including the controlled issue of master documents, version control, document history and distribution lists in line with Records Management policy. ○ Promoting and championing the use and benefits of the agreed programme or project 		

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- management templates, processes and procedures
- Develop and lead collaborative workshops which promote the use of the agreed PMO processes and procedures
- To keep abreast of and evaluate the effectiveness of new programme and project management tools, techniques and methods that support the ongoing development of the PMO function
- Develop and continuously improve the use of standard portfolio, programme and project management tools e.g. processes, templates etc., through consultation with Portfolio Team members at all times ensuring they are fit-for-purpose.
- **PORTFOLIO REPORTING**
 - Develop and maintain a portfolio resource capacity plan, mapping available resources against programmes and projects
 - Develop and maintain a portfolio roadmap identifying key milestones from current programme and project plans
 - Develop and maintain a portfolio project progress report suitable for consumption by University and IT Senior Management and governance boards
 - Develop and maintain a portfolio risk log suitable for consumption by IT Senior Management
- **PERSONAL DEVELOPMENT**
 - Demonstrate a commitment to your own development through effective use of the University's appraisal scheme and staff development processes.
 - Undertake health and safety duties and responsibilities appropriate to the post and ensure that satisfactory standards of health, safety and security are maintained in accordance with the University's legal requirements.
 - Demonstrate a commitment to the University's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of this post.
 - Perform such duties consistent with your position as may from time to time be assigned to you anywhere within the University.

Key Working Relationships

- Associate Director of Projects and Solutions
- Head of the Programmes and Projects Team
- Project and Programme Managers
- Programme and project teams within and external to IT Services
- Project Work Package team members
- Portfolio Management team members
- IT Services staff (in particular Business Systems Team)
- Stakeholders including Senior Stakeholders/Project Sponsors
- Teams across the organisation impacted by the outputs/outcomes of programmes/projects
- Finance staff and other key stakeholders

Specific Management Responsibilities

Budgets: None

Staff: None

Other: None

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Person Specification

Specialist Knowledge/ Qualifications	<ul style="list-style-type: none"> • Knowledge of best practice at portfolio, programme, project level • Programme Management (e.g. MSP Foundation) (desirable) • PRINCE2 Foundation • P30 Foundation or Practitioner (desirable) • Risk Management (e.g. MOR Foundation) (desirable) • Agile project methodologies (desirable)
Relevant Experience	<ul style="list-style-type: none"> • Experience of providing effective PMO services to support successful project delivery. • Implementation of programme and project management standards, processes and guidelines, and the continual development to meet organisational need. • Experience of portfolio level resource management reporting and analysis. • Development and delivery of reports to Senior Management. • Workshop facilitation including with senior stakeholders. • Project business case development • Post programme/project reviews
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and managing resources	Plans, prioritises and manages workload effectively to achieve long term objectives
Teamwork	Works collaboratively in a team and where

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	appropriate across or with different professional groups
Student experience or customer service	Builds and maintains positive relationships with students or customers
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

Last updated: July 2017