

JOB DESCRIPTION	
Job title: Portfolio Management Office (PMO) Manager	Accountable to: Head of IT Project Delivery
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £45,603 – £61,213	Grade: 6
Service: IT Services, Programmes & Projects Team	Location: Elephant and Castle
<p>What is the purpose of the role?</p> <p>As a senior member of the Programme and Project Management Team you will foster strategic relationships across the whole of the IT Service and take responsibility for all aspects of the project management framework, ensure effective reporting is in place and projects are regularly assured against time, quality and budget. Responsible for managing the Portfolio Management Office (PMO) and its continued development.</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Ensuring that senior staff both inside and outside of the IT Service are receiving effective reports and dashboards so that change is understood, open and transparent enabling informed decision making. • Leading the team to provide highly effective PMO services including; maintaining and improving the project management framework, providing staff with the right tools to successfully deliver and updating guidance and standards. • Leading on regular project assurance so that a high level of quality is maintained and projects are kept on track both in terms of budget and time. • Coordinating PMO staff to ensure key project management processes are maintained including; resource, budget, benefits, lessons learnt and risk management processes. 	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • Develop the PMO services to meet the needs of the IT Service. • Manage the PMO team, ensuring team resources are allocated to priorities and activities are undertaken to a high standard and there is continuous development of PMO staff to meet the evolving needs of the service. • Work with programme and project managers, and senior managers to resolve competing demands for PMO resource. • Ensure fit-for-purpose programme and project management practices are being undertaken across the portfolio; ensure action is taken to address inconsistencies or where practices are not fit-for-purpose. • Ensure assurance checks are being undertaken on all programmes and projects, and issues identified are resolved with programme/project managers or escalated as appropriate. • Work with other senior managers in the team to develop and continually improve the use of programme and project management tools e.g. processes, templates etc., through consultation with team members. • Responsible for the ensuring the Projects Register is maintained, recording the existence of all projects requiring IT Services involvement along with their current status, and a roadmap 	

of pipeline projects along with those in delivery.

- Lead on the development of people resource management; improving the demand and supply information available for Directors to take decisions on resourcing levels.
- In conjunction with the Head of IT Project Delivery, undertake the development of prioritisation frameworks for assessing project priorities.
- Peer review project proposals and business cases for new projects for submission to the University's Project Review Board.
- Develop a relationship with the Vice Chancellor's Executive Officer serving the UAL's Project Review Board. Support the provision of management information for this Board.
- Lead on the development of the reporting and visual representations of programme and project information to meet identified audiences, for example, portfolio dashboards and an IT Roadmap for senior stakeholders, tracking of inter-dependencies, milestones etc.
- In conjunction with Programme Managers, project managers and senior stakeholders, support the practices to articulate benefits, and monitoring the realisation of benefits.
- In collaboration with Programme Managers, develop stakeholder management practices across the portfolio; developing stakeholder profiles, portfolio stakeholder strategies and communication plans, developing the delivery of communications and ensuring up-to-date and effective communication.
- Develop practices for the identification and monitoring of risk.
- Develop and deliver post programme and project reviews on behalf of programme/project managers to identify 'lessons learned'; disseminating learning and identifying actions.
- Proactively keep abreast of, and evaluate new tools and practices in the industry, that could support the work of the Programmes & Projects Team, for example resource management tools, testing tools and reporting dashboards. Manage the implementation of new tools.
- Lead on the use of appropriate information and document management repositories and collaboration tools to meet the needs of Programmes & Projects.
- 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.

General

- Assume other reasonable duties consistent with your role, as determined xxx, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme

and staff development opportunities.

- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

Key Working Relationships

- CIO
- Associate Directors, IT Services
- IT Senior Management Team
- Head of IT Project Delivery
- Programme and Project Managers
- Senior Business Analysts
- Programme and project teams within and external to IT Services
- IT Services staff (in particular Business Services and Solution Architecture teams)
- Stakeholders including Senior Stakeholders/Project Sponsors
- Vice Chancellor's Executive Officer serving UAL's Project Review Board
- Finance staff and other key stakeholders
- Estates Department

Specific Management Responsibilities

Budgets: IT Department training budget

Staff: PMO Team; PMO Administrators, PMO Analysts and IT Project Officers

Other (e.g. accommodation; equipment): None

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Grade: 6

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none">• Extensive knowledge of best practice at portfolio, programme, project level• Programme Management (e.g. MSP Foundation)• 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.• Development of programme and project management standards, processes and guidelines, and their continued development to meet organisational need.• Development of portfolio level resource management reporting and analysis.• Using digital skills to develop and deliver reports and dashboards to senior management so they are understood, open and transparent.• Workshop facilitation including with senior stakeholders.• Project business case development and post programme/project reviews.• Development of an IT project roadmap that is open and accessible.• Experience of translating complex information into a high-level dashboard that is understood by various stakeholders.
Communication Skills	<ul style="list-style-type: none">• Communicates effectively both verbally and in writing, adapting the message for a diverse audience in an inclusive and accessible way.• Experience of coaching and mentoring staff.• Driven and capable in engaging, challenging, negotiating and influencing others to drive successful programmes and projects.

Leadership and Management	<ul style="list-style-type: none"> • Motivates and leads a team effectively, setting clear objectives to manage performance. • Support apprentice project officers in the team, ensuring they meet their learning objectives.
Professional Practice	<ul style="list-style-type: none"> • Contributes to advancing professional practice/research or scholarly activity in own area of specialism.
Planning and Managing Resources	<ul style="list-style-type: none"> • Plans, prioritises and manages resources effectively to achieve long term objectives.
Teamwork	<ul style="list-style-type: none"> • Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration.
Student experience or customer service	<ul style="list-style-type: none"> • Contributes to improving or adapting provision to enhance the student experience and staff experience.
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> • Suggests practical solutions to new or unique problems.

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: January 2019