

Job Title	IT Programme Management Office Manager (PMO Manager)
Reports To	Head of Programme Management (was Business Integration Manager)
Grade	PC

Purpose	<p>This role will report into the IT department, but you should ideally have previous utilities experience, and in particular, experience of delivering IT solutions in or for utilities clients. You should also be adept at managing a portfolio of projects and/or programme of works in a largely outsourced environment.</p> <p>You will need to work at all levels of the organisation, experienced with handling multiple requirements and stakeholders concurrently, all whilst successfully influencing key decision making to ensure the IT Programme of works is initiated and delivered within the required timelines. You will report directly to the Head of Programme Management and will work closely with Programme Manager, Project Managers, IT Business Analysts and key business sponsors and stakeholders to support project definition, to initiate, plan and deliver projects, demonstrating strong governance and reporting progress tracking to plan.</p> <p>PMO will be responsible for establishing effective governance and controls and for ensuring all projects progress appropriately through governance and that quality is maintained.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Take ownership of the WWU IT PMO and establish effective governance and controls. • Definition, rollout and adoption of effective governance and controls that provide the Programme Manager with the governance and reporting needed to ensure delivery to time, budget, and quality measures. • Establish the governance and controls that enable effective portfolio prioritisation, risk management and financial controls - Provide a common framework of good-practice standards, tools, templates, and processes for running and governing the portfolio of projects and programmes. • Ensure projects adopt the PMO governance and controls, with appropriate reporting and assurance to ensure compliance. • Ensure adoption of and adherence to effective change control processes across projects. • Provide targeted and timely Management Information on all primary activities. • Collaboration with senior business stakeholders to ensure smooth process and project change delivery and maximum benefits realisation. • Coach stakeholders on good practice, governance, and controls to achieve understanding and adoption of PMO disciplines beyond the Programme Management function. • improvement and a culture of positive change. • Support any external tender selection event with our procurement team, as required. • Support investment sign off helping to shape project business cases with a concise summary, costs, associated risks, timelines, and any associated financial forecasting.
Technical Know-How & Skills	<ul style="list-style-type: none"> • Extensive PMO Management experience, being able to define, deploy and control a programme or portfolio method that both supports and drives project managers in delivering to time and cost to contractual agreement e.g. T&M or fixed cost, managing both internal stakeholders and external suppliers. • Experience of programme & portfolio management of varying complexity in parallel • Demonstrable financial ownership of portfolios and projects in a variety of different contractual situations • Contractual/Commercial awareness and experience in successfully devising contracts that have demonstrably enhanced supplier delivery

	<ul style="list-style-type: none"> • Process and Governance design and implementation expertise • Strong Vendor management – extensive experience of working with outsourced partner agreements and managing delivery to contract • Strong stakeholder and internal customer management - Managing stakeholders will be a critical part of this role, both aligning with colleagues and being robust as and when required • Complex problem solver • Flexible in terms of role and responsibilities • Hard working Team player • Excellent written and verbal communication skills
Qualifications	<ul style="list-style-type: none"> • Degree level education mandatory • Prince 2 Practitioner or equivalent Project management qualification mandatory • Managing Successful Programmes (MSP) or equivalent highly desirable • ITIL experience / qualification (helpful for interaction with IT Operations and Acceptance into Service)
Job Dimensions	<p>Reporting to Head of Programme Management. Managing 0.5 FTE PMO Officer</p> <p>Based in Wales & West House, Newport, subject to Hybrid Working .</p>