JOB DESCRIPTION

Job Title: PMO Project Support Officer	**Location:** Kidlington or Southampton
Job Family: ICT	**Role Profile Title:** BB3 Police Staff
Reports To: PMO Manager	**Band level:** 3R
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE**: Defines the role, put simply, why it exists.

The overall purpose of the role is to: At the direction of the PMO Manager provide a strategic overview of the ICT portfolio to support the improvement of the planning and delivery process, by collecting and maintaining data in a consistent form and to proactively promote programme and project management methods and standards.

b. **KEY ACCOUNTABILITY AREAS**: Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. To develop and maintain the allocated Programme/Project artefacts and ensure that they are complete, accurate, timely and comply with Best Practice for reporting to the respective Governance boards.

2. Working across ICT Department, and potentially other departments, to ensure that the programme/projects fit with the approved structure, are secure and can be operated managed and supported in a cost effective manner.

3. To develop and implement plans, reports, documentation and other designated artefacts to collect and maintain consistent data, as requested by the PMO Manager. Implement agreed regular progress reporting mechanisms for all projects and thereby monitor the routine progress of projects, and assist the programme/project manager in the preparation of status reports.

4. Responsible for ensuring the quality of all artefacts within the programme/project. Carry out health checks on programmes and projects at any time during the lifecycle, as requested/directed by the PMO Manager or Governance board.

5. Provide a centre of expertise and develop consistent standards and procedures, including templates and guidance in their tailoring across a range of programme or project size, to include:
   - Programme/project initiation
   - Risk analysis
   - Activity- and product- based planning techniques
   - Methods and tools
   - Programme/project organisation structures

6. Provide direction to ICT project resource, ensuring that the staff are valued and have the information they need to perform their roles effectively to support ICT's delivery to the business.

7. Develop & publish agreed specific and measurable project success criteria with the key programme stakeholders, as directed by the PMO Manager.

8. Ensure that the defined methods, phases are adhered to and the Technical Programme or Project Manager is advised, and escalate as necessary to the PMO Manager.

9. To support ICT in raising the positive profile in all matters and support relationships between the PMO, Business and ICT.

10. To review working practices to enable the reduction of the overall cost base of the delivery of the service and to seek value for money services at all times.

11. Any other tasks as directed by the PMO Manager.

c. **DIMENSIONS**: Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

Develops and implements documentation, reports and plans as part of the PMO protocols and supporting processes that supports and interlinks with the Forces' business change plans, as directed

The PMO Project Support Officer together with the PMO Manager may engage with representatives of national agencies on the local implementation of national systems and use of grant funding to the Forces' for some programmes/projects, only in an advisory capacity

The PMO Project Support Officer may manage smaller elements of projects within the ICT Portfolio as directed/requested, by the PMO Manager. These could be several days/weeks in duration to deliver, as part of a structured training programme.

Staff are located in 4 principal sites (the majority are located in 2 – Kidlington and Southampton). While most staff are office based, staff may need to attend locations across the Force areas. Some programmes/projects will involve the management of supplier staff on Force or supplier sites.

The role holder will work with immediate and or / wider ICT team members to share best practice whilst providing development and performance assistance when required. They will act as a subject matter expert to provide guidance and advice to all TVP staff where necessary.

d. **CHARACTERISTICS OF THE ROLE**
Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows (essential or desirable):	*E/D*
1. Good knowledge and understanding in the management of ICT Programme and Project Management.	E
2. Good working knowledge of ICT Project Management having worked within an ICT project in a similarly complex environment using an industry recognised approach such as PRINCE 2, including the following range of knowledge and skills: a. Knowledge in Budgets - Principles, methods, techniques and tools for the preparation and monitoring of budgets to minimise costs and ensure cost-effectiveness. b. Understanding in Programme Management - Principles, methods, techniques and tools for the effective management of a programme of projects and related activities through to the successful achievement of planned business benefits. c. Knowledge in Resource Allocation - The effective and efficient deployment of resources, including reassessment and reallocation in a dynamic multi-project environment, to achieve optimum results. d. Project Risk Management - The effective and efficient deployment of resources, including reassessment and reallocation in a dynamic multi-project environment, to achieve optimum results. e. Has an understanding of IT Architecture, Networks, Cloud Technologies & Infrastructure.	E

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3. Experience of PRINCE 2 project management methodology or equivalent methodologies.	E
4. Must have capability to travel to different locations across both Forces. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential.*	E
5. Good communication skills - written and oral, customer focussed, team-worker, who is a flexible, adaptable, a problem solver and able to work systematically and with little direct supervision.	E
6. Extensive knowledge of developing and delivering project management artefacts in similar sized & complex organisations.	E
7. Experience of achieving significant outcomes through influence and persuasion rather than through direct line authority.	D
8. Experience of Programme and Project Support Office (PPSO) Essentials, Managing Successful Programmes (MSP).	D
Additional comments:* At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	