

Job Title: PMO Manager	
Job Evaluation Number	B975

JOB DESCRIPTION

Job Title: PMO Manager	Location: Kidlington or Southampton
Job Family: ICT	Role Profile Title: BB5 Police Staff
Reports To: Head of ICT Governance and Assurance	Band level: 5V
Staff Responsibilities (direct line management of): PMO Senior Project Support Officer, PMO Project Support Officer(s)	

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

The overall purpose of the role is to: establish, manage and lead the PMO office, whilst providing strategic challenge, overview and scrutiny, ensuring alignment with wider policy and strategic initiatives.

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. Lead, develop and monitor the reporting of the allocated Programme/Project Artefacts to ensure that they are complete, accurate, timely and comply with Best Practice for Governance boards.
2. Work across the ICT Department, and potentially other departments, to ensure that the programmes/projects fit with the approved structure, and within the expected delivery profile. To provide an escalation point for the PMO staff when issues arise.
3. Act as owner of programme and project frameworks, templates and procedures; be responsible for ensuring they are fit for purpose and continue to be best practice.
4. Assure the overall integrity and coherence of programmes and projects by providing ongoing health checks and develop a process to fulfil the reporting needs of the organisation.
5. Design, challenge and agree management dashboards to provide a strategic overview of the ICT department to the Director of ICT, Head of Strategy & Governance, and Head of change Delivery to improve delivery and planning.
6. Provide direction to ICT project resources, 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. Liaise with relevant team heads, as required.
7. Develop & publish agreed specific and measurable project success criteria with the key programme stakeholders, as directed by the Director of Information.
8. Develop and implement the terms of reference for the PMO whilst also recruiting, developing and retaining PMO staff.
9. Support ICT in raising a positive profile in all matters and support relationships between the PMO, Business and ICT.
10. 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. Collaborate with senior business managers/directors and programme managers to define and implement the portfolio, programme and project governance structures.
12. Advise on tailoring the templates and procedures to achieve an appropriate project structure.

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13. Develop, manage and review the PMO vision and blueprint to ensure it aligns with organisational strategy and remains achievable.

14. Instil and develop a culture of continuous development for line reports and the wider team through; training and development and the PDR process, motivating, effective workload planning, monitoring employee welfare and quality assurance of work standards. Take prompt and reasonable action to address performance below required standards in line with the relevant Force procedure.

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

Further Comments:

Leads, 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 Manager together with the Technical Programme or Project 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, as directed.

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 will establish and manage robust relationships with all parts of the business and 3rd party suppliers, to ensure that all initiatives meet the requirements of governance boards, whilst working with business areas to identify any gaps in initiatives and understand what activities are planned to fill those gaps.

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.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Subject Matter Expert in the management of ICT Programme Management.	E
2. Subject Matter Expert in ICT Project Management having worked within ICT projects in a similarly complex environment using an industry recognised approach such as PRINCE 2, including the following range of knowledge and skills: <ul style="list-style-type: none"> a. Extensive Knowledge in Budgets - Principles, methods, techniques and tools for the preparation and monitoring of budgets to minimise costs and ensure cost-effectiveness. b. SME 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. SME 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. SME: 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

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e. An industry wide understanding of IT Architecture, Networks, Cloud Technologies & Infrastructure.	
3. Practitioner in MSP and P3O.	E
4. Wide industry experience of achieving significant outcomes through influence and persuasion rather than through direct line authority.	E
5. Excellent communication skills - written and oral, customer focussed, team-worker, who is a flexible, adaptable, 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. 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
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.	