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| **Job Description** | |
| **Post title** | Project Management Office Manager |
| **JE Reference No** | N10524 |
| **Grade** | Grade 15 |
| **Service** | Resources |
| **Service Area** | Digital and Customer Services – Digital Engagement |
| **Reporting to** | This post is accountable to the Strategic Manager, Digital Engagement. |
| **Location** | Your normal place of work will be Crook Civic Centre but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a Basic disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The PMO Manager will be responsible for the output of the Project Management Office Team and will develop and implement best practices to enable the successful delivery of a broad range of digital and business change projects to stakeholders across the business.

The PMO manager will identify and administer change programmes and monitor projects and support activities such that cost, quality, plan, time, and benefits realisation are controlled and achieved through best practice approaches for project and resource management.

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| **Duties and responsibilities** |

The generic responsibilities, which will be undertaken in support of the specific duties, include the following (if applicable)

* The post holder will be responsible for the creation, maintenance and continuous improvement of the policy, procedures, systems and processes of the Project Management Office (PMO)
* The post holders will establish frameworks, standards and systems monitoring for programme and project management, including change, quality and data.
* The post holder will develop and manage budgets and support plans, together with financial information relating to the costs of delivering the operational support services
* The post holder will participate in the recruitment, training and development of staff, including training reviews, appraisals (PDR’s), monitoring outcomes and keeping accurate and up-to-date records.
* The post holder is responsible for the service information to ensure timely reporting of service delivery, performance and identification of potential issues.
* The post holder will assist with system specification / design, project management and lead on system implementation and commissioning where appropriate.
* The post holder will assist Strategic Managers in the management of services, ensuring that the activities of the service grouping are organised and delivered in an effective and efficient manner. The post holder will attend meetings as requested, to represent the service.
* The post holder will be expected to have advanced / diverse levels of knowledge on systems and technologies and be able to advise on any new proposed solutions and the associated support requirements.
* The post holder will be expected to contribute to strategy and forward planning and participate in cross-service/corporate groups when the need arises
* The post holder will contribute to security and risk management.
* The post holder will manage specific projects and ensure the change management process is adhered to.
* The post holder will contribute to development of policies and procedures to support operational requirements.
* The post holder will assist and deputise for the strategic manager or other operational managers, where appropriate.
* The post holder will manage staff in the Project Management Office
* The post holder will assist with the development / implementation of Business Continuity / Disaster Recovery plans.
* The post holder where required, will participate in the service’s 24 Hour support team providing support services to both internal and external clients.
* Play a positive role in encouraging customers to provide feedback and in using that feedback to improve services.
* To contribute to the analysis of service delivery with a view to improving service delivery and the implementation of generic working.
* Have a flexible approach to the work required to be undertaken, to assist other staff and ensure that the needs of the customer are met.
* Be expected to work outside normal office hours on an organized basis to ensure availability of support between 8.00am and 6.00pm, Monday to Friday.
* Be expected to work outside normal office hours from time to time as the demands of the post and emergencies dictate.
* The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the head of service or senior managers.
* The post holder will ensure the successful delivery of the PMO strategy responsibilities services and deliverables, as agreed with the Strategic Manager and Head of Service.
* The post holder will lead on the implementation of authority projects and change management within DCS including: scope and business case management, benefits and quality management, resource management, stakeholder management, portfolio management, risk and issue management, vendor, supplier and support management.
* The post holder will work closely with service and business representatives to lead on identification of business process improvements.
* The post holder will be responsible for preparing and delivering investment business cases for digital projects, understanding return on investment and making the case for funding where appropriate.
* The post holder will lead on resource management across the DCS teams involved in project delivery, including project work, support and maintenance.
* The post holder in conjunction with authority business representatives implement business improvements / initiatives
* The post holder will manage staff involved in the delivery of authority projects
* COMMUNICATIONS
  + Observe and adhere to the communications standards in operation within the Service.
  + Promote and improve communications within the Group and with other Groups internally and externally to the organisation
* PERFORMANCE MANAGEMENT
  + Meet agreed performance standards in relation to the post.
  + Ensure work carried out by the Group follows agreed procedures.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Educated to degree level or equivalent in a business, project management or other appropriate technical or business related discipline. * And * Project Management Qualification e.g. Agile, PRINCE2 * Programme Management Qualification for example Managing Successful Programmes Practitioner (MSP) or Agile Programme Management or equivalent | * Higher Management Qualification |
| Experience | * Significant experience of managing large technology based delivery projects or programmes * Senior level planning and people management, including motivation, engagement, empowerment, performance management and development. * Experience of managing complex projects within matrix management structures; * Broad knowledge of technology solutions, associated ICT systems and service delivery requirements. * Proven experience of developing and implementing new policy, systems and procedures. * Experience of setting up, managing and maintaining a busy Programme/Project Management Office * Proven experience of system monitoring and reporting * Experience of to effectively communicate with different audiences * Experience of successful leadership and team management * Budget management * Understand organisational structures, relationships and influences * Effective management of change * Experience of presenting efectively at a senior management level | * Staff development * Negotiation Skills * Local Government Experience * Expeience of working on a significant digital programme |
| Skills & Knowledge | * Strong leadership skills * Able to demonstrate high professional standards * Ability to communicate effectively, both orally and in writing * Ability to work with limited supervision * Ability to plan and organise work of yourself and the team * Able to use own initiative, make decisions and work under pressure. * In depth knowledge of systems management and the management of change * Ability to work as part of a team | * Good working knowledge of business initiatives * Experience of working with consultative groups |
| Personal Qualities | * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). * Pleasant and professional manner when dealing with colleagues and customers * Flexible approach to work * Willingness to learn * Enthusiastic, self-motivated * Team player * Innovator who can think outside of the box * Delivery and performance management focussed * Customer focused |  |