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| **Role Title** | **PMO Assurance Lead** |
| **Job Family** | **Corporate Development** |
| **Pay Scale** | **PO4** |
| **Purpose** | |
| To establish and maintain an effective, agile portfolio management office, managing PMO processes including managing quality assurance over project management, progress reporting, including risk and issue management. | |
| *Generic Accountabilities* | *End Results/Outcomes* |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained. | Safeguarding standards are monitored and maintained in compliance with Council policy. |
| Plan and organise work to ensure the delivery of those aspects of the service for which responsible. | Work is completed on time and to the quality and standards required.  Changes to priorities are accommodated.  Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.  Professional and legal compliance is assured. |
| Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary. | Activities are undertaken according relevant guidelines / regulations / procedures.  Customer / stakeholder views are available to inform recommendations.  Data and measurements are accurately recorded. |
| Collate process and analyse complex information. Ensure all required records and information are maintained correctly. | Information / applications are processed according to procedure.  Information is managed efficiently and accurately.  Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies. |
| Prepare and present results / responses / reports / recommendations. | Accurate, complete and relevant information / reports are provided for internal and/or external use.  Issues are clearly summarised, progress and implications are reported.  The council’s position is clearly stated. |
| Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. | Information, advice and support are accurate, timely and constructive.  Problems are identified.  Issues are managed through to a satisfactory conclusion, or escalated if appropriate.  Risk to the Council / customers is minimised. |
| Contribute to identifying and delivering information / activities to support service delivery / promote the service area. | Requirements are effectively identified.  All materials / activities are delivered to the required standards and timescales.  Information / activities achieve desired results. |
| Challenge customers’ practice and minimise risk, referring concerns to line manager. | Customer risks are assessed.  Relevant health, safety and welfare requirements are met. |
| Support others in their development, including external organisations / customers where appropriate. | Identify any changes that may impact the service / profession.  Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback). |
| Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role. | Relevant work area reputation is maintained or enhanced.  Stakeholders are engaged with activity relevant to them.  Positive feedback is received from stakeholders.  Communications are clear, well planned and effective.  Best practice is shared and promoted. |
| Quality check documents, decisions and / or presentations before delivery | All work meets the required standards |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Regular supervision is undertaken and clear objectives set and monitored through the Council’s Appraisal process. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| *Role-specific Accountabilities* | *End Results/Outcomes* |
| Oversee the assurance of the Redefining Waltham Forest Portfolio. | Projects are delivering the outputs required within agreed timescales and budgets.  Projects deliver all required outputs to relevant quality standards within agreed timescales and budgets.  All Corporate Development (and wider Council where appropriate) Programmes and Projects report into the PMO  Maintenance of the Project Register in its most up to date format |
| Manage the assurance function of the PMO to ensure that it provides effective support to the Head of Change and Strategic PMO Lead | Programmes and projects are compliant with all relevant legislation, regulations, codes, requirements, standards and guidelines.  Deliver and embed an approach to post project reviews including Surveys and other methodologies |
| Responsible for ensuring effective planning and risk management is embedded in the programme, including cross-project risks and appropriate escalation of risks according to agreed principles. | Potential risk is identified and mitigation is planned with standards set across the team  Programme and project risk registers and issue logs are maintained.  Work with Risk Management to embed the portfolio risks in strategic reporting and ensure alignment between approaches |
| Manage the delivery of programme reporting tailored to a variety of audiences. | Programme and Project Highlight Reports are produced.  Programme level Risk and Issue Reports are produced.  PPM tool is delivered to provide a central repository for all information |
| Ensure that Programmes are adequately resourced to deliver changing requirements, maintaining accurate records of current resourcing and planning for future requirements. | Programme and Project Resourcing plans established and maintained.  Resourcing for Change Agency is supported within the PMO effectively, to time and cost expectations in line with Council processes and procedures  Change Agency resourcing approach is communicated to all stakeholders  Use the Pipeline forward plan to forward plan resources over a minimum of a three month period |
| ***Nature of Contacts*** | |
| Frequent contact with Head of PMO, Assistant Director Change Agency, Heads of Delivery, Programme Managers, Project Managers and Management Board where appropriate.  Interaction with others and the ability to successfully influence and motivate are fundamental to the role. | |
| ***Procedural Context*** | |
| Reports to: Head of PMO  Responsible for providing assurance across the portfolio of projects that make up the Change portfolio. Responsible for the resourcing approach used across the change function and wider Corporate Development.  To manage assurance elements of the PMO in a firm, yet pragmatic way and ensure that buy in is received. This will include responsible for embedding planning, risk management and reporting approaches across the portfolio.  Work within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within boundary of well-defined policies and procedures.  Research, analysis and interpretation of specialised complex information to generate ideas and formulate / source solutions.  Plan and organise work and priorities, co-ordinating with others (internal or external delivery partners) to support the development and delivery of the service.  Deliver a specialist service and support initiatives, projects and improvement programmes within the service area. | |
| ***Key Facts and Figures*** | |
| Supporting the delivery of the Waltham Forest 2030/ Creating Futures Portfolio. | |

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| **Resourcing**  Budget Responsibilities: None  Supervisory Responsibilities: PMO Analysts |

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| **Competency Level:** Principal Officer/Manager |

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| **Knowledge, Skills and Experience** |
| * Experience of working in project, programme and PMO environments. * Experience of managing a mixed and varied workload of conflicting priorities responding effectively to the needs of all customers. * Experience of report writing and communications for a variety of audiences, demonstrating numeracy and literacy, and applying expert knowledge. * Experience in dealing with a range of complex and contentious matters requiring a consistently high degree of support, persuasion and advocacy and an awareness of major policy objectives. * Experience of holding people to account for the quality of service that they are delivering. * Possess in depth understanding of Agile, its values and principles, including backlog grooming, release and sprint planning, burn-up/down charts, and more. * Be effective at planning, monitoring and reviewing. * Strong leadership, influencing, people engagement, and people management skills. * Experience of matrix managing and coordinating employees carrying out work across a range of major functions. * Ability to be decisive and work well under pressure. * Good written and verbal communication skills, presentation skills, IT skills. * Good time management skills. * Ability to work autonomously to meet the objectives of the organisation. |
| **Indicative qualifications** |
| Educated to degree level or equivalent standard |
| Recognised programme or project management accreditation – eg. Prince2, Managing Successful Programmes and Agile Project Management |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |