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| **Role Title** | **PMO Analyst** |
| **Job Family** | **Corporate Development** |
| **Scale** | **Scale 6 to SO1** |
| **Purpose**  To supportan effective Portfolio Management Office, providing processes and quality assurance over project progress reporting, including risk and issue management**.** To provide effective analysis that supports the PMO in the delivery of key elements of the offer. | |
| *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. |
| Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Resolve problems, within scope of role, escalating to line manager as required. | Resolve more non-routine customer/service queries.  Customers are satisfied with the response, or aware that issue has been escalated.  Relevant, accurate, understandable and timely information is provided.  A positive image of the Council is promoted. |
| Organise and maintain records and documents using the appropriate council process / system. | Received documents, applications, correspondence etc. are recorded, distributed and processed correctly.  Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity.  Records /information are well organised and accessible.  Records are kept up-to-date.  Follow-up with internal/external customers to obtain missing/outstanding records. |
| Process expenditure requests, invoices and other financial documents, handle petty cash and expenses claims and other financial administration as necessary. | Accurate, complete and meaningful information is recorded in the correct format.  Potential errors in data or outputs are identified and actioned.  Information provided meets the specified requirements.  Work with Business Support to deliver timely payment of POs |
| Provide support to staff where appropriate. | Support the induction of staff into the team.  Assist others to learn new processes  Manage the induction of new staff including setting up on system, ensuring adequate provisions are in place. |
| 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. |
| *Specific Accountabilities* | *End Results/ Outcomes* |
| Complete all PMO analysis in a thorough and helpful way | Data capture, logging, analysis and interpretation of all relevant project data (e.g. resource management, budgets, risks, issues, sprint plans etc...)  Recommendations are provided based on the analysis completed  Fastscopes are delivered having been fully considered in the light of the direction travel for the team  Resourcing spreadsheets are completed in an efficient manner by the Change function. |
| Support the PMO Innovation Lead and PMO Assurance Managers in enforcing programme controls and work closely with Project managers to drive the milestones and detailed plans. | Programme benefits are realised.  Record, analyse and disseminate lessons learned.  Conduct post-project reviews.  Analysis of current project position and identification of improvement approaches where required. |
| Promote standards and consistency in how projects within the Council are managed. | Provide standards, methodologies and the PM tools for use with the Good Change Guide is clearly and frequently communicated to staff.  Support for key elements of the continuous professional development approach is provided |
| Ensure that the programme has effective configuration management of all project and programme products. | Shared file and folder structures are established and maintained.  A file naming protocol is established and maintained. |
| Create Programme and Project documents, reports, correspondence etc. from the information provided, using standard formats and software. | All materials are produced to the required legislative and or Council standards and timescales.  Recorded information is accurate. |
| Exciting communications approach is embedded across the Portfolio | The Wall is maintained in line with expectations of managers and users provide positive feedback |
| Office Management is dealt with in a co-ordinated and supportive manner | Key equipment is purchased in a timely way  Office health and safety checks are managed in a proactive way, in line with Council expectations  Innovation Lab and Other change offices are kept fit for purpose for use at all times  A Transformation Library in maintained to be used by all |
| ***Nature of Contacts*** | |
| Typically involves supporting or guiding internal customers  Frequent contact with Assistant Director of Change, Head of PMO, Heads of Delivery, Programme Managers, Project Managers and Project Support Officers. Also may include contact with Stakeholders where appropriate.  Interaction with others and the ability to successfully influence and motivate are fundamental to the role. | |
| **Procedural Context**  Reports to: Either PMO Innovation Lead or PMO Assurance Manager  Act within guidelines and standard procedures to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others. Decisions will be made based on Council procedures. | |
| **Resourcing**  Budget Responsibilities**:** Nil  Supervisory Responsibilities: Nil | |
| **Key Facts and Figures**  Supporting the delivery of the Waltham Forest 2030/ Creating Futures Portfolios | |
| **Competency Level: All Colleagues** | |
| **Knowledge, Skills and Experience**   * Relevant experience which demonstrates ability to undertake role. * Experience of using MS Office application in particular MS Excel to a very high standard. * Experience of working in a large customer focused organization and / or in a Project and Programme environment. * 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, applying expert knowledge. * Strong familiarity with project health reporting, metrics and KPIs. * Strong analytical skills and high attention to detail including ability to review, analyse and manipulate data to produce quality management reports in simple and comprehensible form for non-technical audience. * Be effective at planning, monitoring and reviewing. * Ability to be decisive and work well under pressure. * Good working knowledge of relevant processes and systems and awareness of policy and procedure framework. * Good verbal and written communication skills. * Numerate and accurate with attention to detail. * Note-taking skills. | |
| **Indicative Qualifications**  English and Math Qualification  Relevant NVQ Level 2 or 3 qualification | |
| 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 which 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. | |