 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
			<Insert the post number>
Job Title	PMO & Portfolio Manager		
Service	Digital & Change	Team	Business Change
Location	Shute End		
Reports to	Head of Customer Experience and Change		
Responsible for	Responsible for up to 16 fte from Grades 10-5 (line managing 5 colleagues)		
Grade	Type of position:		Date
Grade 11	Permanent and full time		Nov 2024
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<p style="text-align: center;"><u>Service Purpose</u></p>			
<p>To apply, share, drive and champion our Portfolio and change management expertise, to enable the organisation to successfully deliver large-scale transformation, change and continuous improvement, resulting in financial efficiencies and better outcomes for our residents.</p>			
<p style="text-align: center;"><u>Purpose of the role</u></p>			
<p>The post-holder will be accountable for the successful delivery and monitoring of Business Change Portfolio of strategic change. They will focus on making sure programme objectives are met and benefits quantified for realistic and sustainable delivery. They will engage with stakeholders to influence the design of programmes and sub-portfolios and help manage the gateway for requesting new Projects within these. They will disseminate best practice to drive present and future programme and sub-portfolio development.</p> <p>They will be responsible for maximising the impacts of strategic change across local communities and partner sectors, positively influencing present and future policy. They will run the PMO team and improve the Wokingham delivery framework and processes across the portfolio, working with the Head of Customer Experience and Change to ensure alignment. This will include ownership of the Councils PPM tool, governance and reporting, RAID management, change management, quality assurance and resourcing for Programmes as standard.</p> <p>The role also supports the Council Leadership Team (CLT) in the oversight and performance assessment of the Portfolio, responsible for agendas, reporting, and providing guidance to the CLT members.</p>			

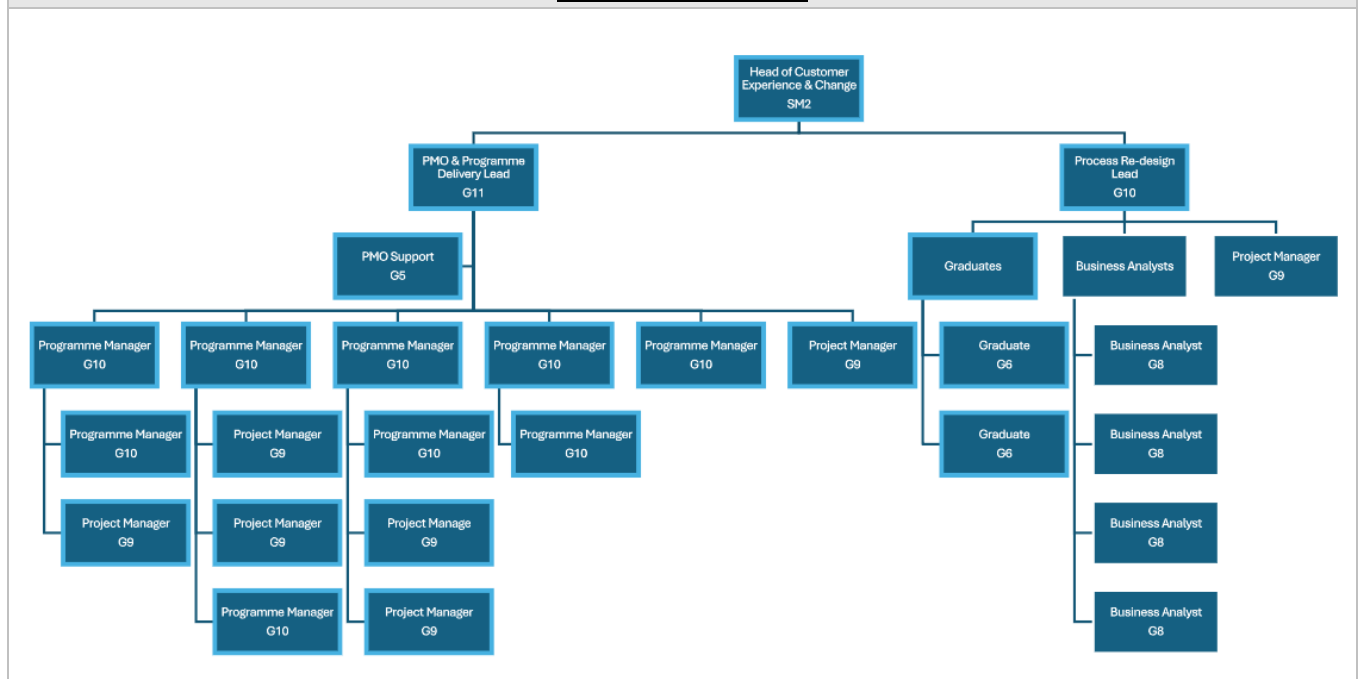
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<u>Main Accountabilities</u>	
1	<p>Responsible for coordinated improvement Programmes of design, innovation and culture change across Council Directorates.</p> <ul style="list-style-type: none"> • Responsible for ensuring the appropriate governance is in place to underpin programme and project deliverables • Responsible for the definition and facilitation of a robust risk management process • Responsible for offering specialist advice and input across the corporate programmes • Working collaboratively with colleagues across the organisation, Members and managing senior and key relationships • Lead, motivate and develop an efficient service in line with service requirements, to achieve consistently high employee engagement and performance, ensuring the provision of professional services that meet customer needs • Develop and maintain a clear change and programme management practice framework that all staff can understand and use • Adopt and embed a collaborative leadership style within the service to ensure staff feel listened to, valued and supported to be the best they can, reflecting the WBC corporate values and behaviours.
2	Responsible for the delivery and coordination of cross directorate, complex Programmes and sub-Portfolios working closely with the Programme / Project Managers to ensure successful implementation.
3	Accountable for RAID management with a clear process for escalation to appropriate forums for resolution and the facilitation of assurance sessions with senior leaders to understand new and emerging themes issues, seek mitigations and provide successful delivery of services.
4	Accountable for maintaining Wokingham's PMO Framework and processes whereby internal Project and Programme teams will ensure WBC has a sustainable, long-term approach to successful delivery. This includes the responsibility of leading and managing the PMO, supporting staff across the Council in the basics of Project Management methodology.
5	Recruiting, Leading, motivating, and developing staff involved with Projects and Programmes in line with delivery requirements, upskilling where required to achieve consistently high employee engagement and performance, including line management responsibilities.
6	Contributing to strategy, performance and quality control, and service and financial planning for specialist areas.
7	Working collaboratively with colleagues across the organization including Specialists and managing key relationships e.g. with members, business partners, other stakeholders.
8	Assisting the development of the Service across the organisation including mentoring staff in order to improve delivery of Programmes, Projects and support career development.
9	Managing and developing the PMO and its tools, including the PPM Tool, to coordinate Programme and Project monitoring and management. Including gathering, analysing and summarizing data and information from Project Managers and ensuring escalation where needed. Also includes the continuous improvement of the PPM tool to ensure opportunities are taken to maximise benefit to the council through process, training, enhancements and additional reporting capabilities.

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10	Owns the Business Change risk register as part of the Corporate risk management process, liaising with team across the Council to identify, manage and report on risks that meet the criteria.
11	Support the Leadership in identification and prioritisation of Corporate priorities which will deliver the large scale strategic change to the Council, providing challenge to achieve a deliverable portfolio of changes.
12	To undertake any other duties commensurate with the general levels of responsibility of the post.
Supervision Received	This post reports to the Head of Change & PMO and will receive strategic direction and guidance. This post will have autonomy on leading the programme management approach and framework to the organisations transformation programmes.
Supervision Given	This post will be responsible for approximately 16 FTE. This post will be the link between setting the strategic direction for the Team and the operational one
Contacts & Working Relationships	This post will interact with significant stakeholders including CLT members on a regular basis and will be embedded in leadership teams across the organisation. There is regular engagement and facilitation of events and workshops with external strategic partners as well as Executive Members.
Management of resources or budget	Deputising for the Head of Change & PMO in leadership meetings and budget meetings, responsible for Programme budget management in collaboration with the Finance Business Partner and Programme Manager.
Special Factors	Some Evening work or attending evening meetings may be required on occasion

Organisation Chart



<u>Person Specification</u>		
Qualifications	Essential	Desirable
	Relevant Programme and Project Management qualification or skills and experience (MSP or similar).	Member of a relevant professional body or chartered institute.
	Educated to degree level (or be able to demonstrate equivalent knowledge, skills and aptitude).	
		Knowledge of Local Government and in particular the transformational government and efficiency agenda.
Technical Skills.	Essential	Desirable
	Able to pass on knowledge to colleagues in a clear and controlled manner	
	Highly developed organisational skills	
	Demonstrable ability to work in a team	
	Good communication skills with the ability to express views clearly orally and in writing, to prepare reports and briefing notes for presentation to Project Groups, at Programme level, to Senior Managers or elected Members.	
	Good inter-personal skills with the ability to work with all stakeholders including	

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	Councillors, Directors, Heads of Service, officers, contractors, partners to agree and deliver the required outputs.	
	Computer literate including experience of using IT systems and Microsoft Office software (e.g. Word, Excel, Outlook, Powerpoint, Project & Visio).	
Knowledge	Essential	Desirable
	Proven ability in managing projects, portfolio's, other managers and staff to achieve agreed outputs, within budget, including benefit realisation.	A knowledge of Business Improvement and supporting technologies would be an advantage.
	Ability to work on own initiative, to solve problems, and to take decisions to secure required results.	
	Demonstrable ability to prioritise Projects and activities including the ability to handle competing claims on time, and to keep calm in a crisis or difficult or challenging situations.	
	Ability to give support, coaching, advice and assistance on Project and Programme Management methodologies.	
	Ability to produce clear and concise documentation.	
	Demonstrable ability to analyse and evaluate complex information from a range of sources in order to form judgements and make decisions.	

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Experience		Essential	Desirable
		Programme and Project Management experience with evidence of successful delivery of significant and complex projects including the identification, recording and tracking of expected benefits from the project during the Project lifetime.	
		Experience of running a large portfolio of work with significant interdependencies.	
		Experience and competent in using Microsoft applications including Word, Excel, MS Project, MS Visio, PowerPoint.	
		Experience of application of a recognised Project and/or Programme Management methodology.	
		Proven experience of Programme Management, liaising with managers, staff and stakeholders at all levels.	
		Experience of line managing staff.	
		Proven experience and evidence of working with 3rd party providers, suppliers, partners or consultants in the delivery of significant and complex projects.	
Completed by:	Lewis Borges		Date: November 2024

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