

Job Description PPMO Manager

Service	Change & OD	Team	Change
Reports To	PPMO Lead	Staff Responsible For	Nil
Grade	10	Salary Range	£43,421 – 48,474
Location	County Hall, Preston		

Job Purpose

Reporting to the PPMO Lead the PPMO Manager will play a critical role in the development and implementation of the council's strategic change portfolio programmes. The PPMO Manager will manage all aspects of Portfolio Office and Centre Of Excellence delivery. They will work with PPMO Officers to support Portfolio and Programme Managers across the change portfolio priorities ensuring they are set up for success. The PPMO Officer will act as the link into the PPMO Lead and Managers to ensure consistent practice.

Accountabilities / Responsibilities

- Support recruitment, development and retention of PPMO staff
- Day to day interface with PPMO Officers and through matrix management to change portfolio priorities
- Manage the hub and spoke delivery support
- Manages and maintains the Centre Of Excellence (Standards, Policy, Process, Consultancy etc)
- Supports delivery governance preparing PPMO input e.g. reporting, papers, business cases, new demand
- Support the PPMO Lead in prioritising and tracking the Change Portfolio
- Maintain the PPMO capacity planning
- Manage assurance cadence across the Change Portfolio working with audit team to assess and report on performance
- Delivery of management dashboards for senior stakeholder use
- Work with policy and/or strategy (business planning) teams to understand pipelines of change
- Support post-mortem analysis of projects failure and root cause reports
- Manages of PPM solutions and MI
- Manages portfolio level planning, resource management and RAID and works across teams to align to portfolio level requirements
- Maintain Intranet Pages and customer mailbox for PPMO
- Manage continuous improvement of the service offer and catalogue
- Act as an effective member of the PPMO Leads management team contributing to initiatives and demonstrating the right behaviours expected of the role
- Supports run the service (BAU) operational activity
- Supports projects where required subject to capacity
- Contributes to PPMO development and acts as a champion of any new initiatives
- Deputise for PPMO Lead

This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and Safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services always.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers, and partners with respect, listening to their views, empathising, and valuing their diverse needs and perspectives, to be fair, open, and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners, and customers to help achieve the best outcomes for everyone.

Person Specification PPMO Manager

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
<ul style="list-style-type: none"> • Qualified professional PPMO manager or equivalent with significant relevant experience • Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding roles • Demonstrate commitment to continuing professional development.
Experience
<ul style="list-style-type: none"> • Experience at management level; operating within a portfolio level office/team • Experience of supporting the design, build and delivery of PMO's • Experience in managing projects (if required) • Experience of working across Directorate services within multidisciplinary teams • Experience working across services outside of the area of responsibility to ensure delivery of corporate objectives. • Experience inspiring and motivating internal and external teams to drive PPMO activity forward, achieving high quality outputs. • Experience of engaging, guiding, and influencing senior managers. • Experience of assurance frameworks using internal or external partners • Experience of developing and assessing business cases (5 case model). • Experience in matrix management of staff*
Knowledge, Skills, and Abilities
<ul style="list-style-type: none"> • Ability to work positively with a full range of individuals and groups across the Change Portfolio and services • Ability to develop and maintain effective working relationships with other members of the programme management team, senior managers, the project teams, and third-party providers • Strong management skills with proven ability to take on the responsibilities of the role • Ability to understand the wider objectives of the organisation and change portfolio • Proven credibility and technical knowledge within a portfolio, programme, and project office environment • Good knowledge of change methodologies (waterfall, agile or hybrid) • Good knowledge of planning, resource management, RAID approaches • Experience of using IT systems to gather, analyse and present information. • Experience in delivering presentations and facilitating workshops to co-design solutions with senior managers and front-line staff. • Ability to work with key stakeholders from internal and external organisations.
Other

- Commitment to equality and diversity.
- Commitment to health and safety.
- Always display the LCC values and behaviours and actively promote them in others.