

Housing

Ombudsman Service



**Programme / Project Management
Office (PMO) Manager**
Candidate information pack

The recruitment process

Enclosed within this document you will find:

- Overview of recruitment process
- Indicative timetable for the recruitment process
- The role profile for the Programme / Project Management Office (PMO) Manager - job profile and person specification
- Benefits

Our website www.housing-ombudsman.org.uk has details about what we do and how we do it.

The following corporate publications may be of interest and can be found under the Corporate Information menu, under Publications on our website:

- Business Plan 2023-24
- Corporate Plan 2022-25
- Annual Report and Accounts 2022-23

We hope that you decide to apply to this key role within our organisation.

Short-listed candidates will be asked to prepare and deliver a presentation at the start of their interview.

It is likely that the interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday 18 August 2024.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early when / if we receive 100 applications.

Short-list interviews: week commencing 16 September 2024.

Throughout the process, we will advise you about the outcome of your application at the earliest opportunity.

Application Process

Our application process is anonymised. Submitting an application is a two stage process:

- 1) Stage 1 - create an account. This largely focuses on the information that you would include in your CV.
- 2) Stage 2 - upload and submit your supporting statement.

Please note that once you have submitted your application for a specific role, the application for that role cannot then be changed. Any changes you make to your account will be reflected in any subsequent application you choose to make.

If you have any questions, please contact Jonathan McIntyre, Managing Director of CJA Group, our advising consultant on 020 7588 5407 or via jmm@cjagroup.com.

Job Description

Position:	Programme / Project Management Office (PMO) Manager
Working pattern:	Permanent
Hours:	Full-time (35 hours per week)
Location:	Home-based, with occasional office attendance

Role purpose summary:

The PMO Manager is part of the Corporate & Information Governance management team reporting to the Head of Service. Key responsibilities involve developing and maintaining project management standards, methodologies, and governance processes within the Housing Ombudsman Service.

You will work closely with peers in the service and senior officers across the organisation to lead programme / project planning support and reporting that shapes emerging and future priorities of the organisation, and will collaborate with colleagues across the wider Finance & Corporate Services directorate to ensure resources are in place to undertake programme and project work.

Overall, the PMO Manager plays a crucial role in aligning service development activities with organisational objectives and ensuring the successful delivery of programmes, projects and key service improvement activities within established parameters.

Main Accountabilities

- Develop and align the PMO delivery strategy and framework with organisational goals, ensuring projects contribute to overall objectives.
- Oversee and guide the PMO line managed and 'virtual' teams, providing direction, support, and mentorship to PMO leads and wider service project managers and support teams.

Main Accountabilities cont....

- Manage and prioritise the organisation's programme / project / service improvement portfolio(s), aligning projects with business priorities and resource capacities.
- Lead the continuous improvement in programme, project and service improvement management processes and methodologies to enhance efficiency and effectiveness within the PMO.
- Allocate and optimise resources, ensuring teams have the necessary tools and support to deliver activities on time, in scope and within budget.
- Identify and mitigate risks at management information reporting level, working to prevent issues that may impact success.
- Lead and facilitate clear and effective communication between the PMO, project teams, and key stakeholders, ensuring transparency and alignment.
- Develop and monitor performance indicators (PIs) to assess project and portfolio performance, and make data-driven decisions.
- Implement and maintain quality assurance processes to ensure deliverables meet established standards.
- Provide training and development opportunities for PMO and other relevant officers, fostering a culture of continuous learning and improvement.
- Lead portfolio plan level changes in scope, schedule, and costs, ensuring changes are documented, approved, and communicated appropriately.
- Monitor and control the budget for the PMO, ensuring effective financial management of projects and programmes.
- Collaborate with external vendors and partners as needed, ensuring effective relationships and contract management.

Person Specification

Qualifications

- Educated to degree level (or equivalent qualification/experience) in a project / business management or related field
- Prince 2 Practitioner or alternative Project Management Professional (PMP) Certification

Experience

- Substantial experience of working in a public sector setting in a programme/project lead role.
- Relevant PMO management skills such as financial acumen, project and change management, and organisational development.
- Proven experience in managing a broad range of project / programme portfolios of work, implementing best practice and continuously improving methodologies.
- Proven ability of prioritising and organising a large, complex and busy workload with good delivery outcomes.
- Considerable experience of managing and communicating confidential and sensitive information in a professional manner.
- Strong ability to extract and document requirements from end users and translate business issues into development solutions.
- Experience providing excellent customer service through a business partnering arrangement with the wider organisation.

Knowledge and Skills

- In-depth knowledge of PMO tools, techniques, and delivery support mechanisms.
- Strong leadership, communication, and organisational skills.
- Fully conversant with and highly proficient at using MS Office applications (e.g., Word, PowerPoint, Project, Excel).
- Strong attention to detail.

Behaviours

- To be able to work well under pressure, prioritise and carry out the work to the high standards expected.
- To be an effective communicator with colleagues and all levels and key stakeholders.
- Be able to show forward thinking and initiative when undertaking difficult problems and situations.
- Be able to cultivate a strong PMO team, with clear and decisive line management and a coaching culture.
- To encourage collaborative team working within own team, wider service and across the organisation.
- To deliver expected outcomes on time and to standard, provide feedback and recognise achievements by team members.

Additional Requirements

- To comply with the Housing Ombudsman Equal Opportunities policies.
- To comply with the Housing Ombudsman Health & Safety policies.
- To comply with the Housing Ombudsman IT policies and procedures.

This role profile is not exclusive or exhaustive. It is intended as an outline indication of the areas of responsibility and may be amended in light of the changing needs of the organisation.

Benefits

Rewarding career, rewarding benefits

In addition to a basic salary of £58,552.58 per annum, you will also receive a benefits package including:

- Local Government Pension Scheme – opportunity to join the Local Government Defined Benefit Pension Scheme.
- Healthy Work/Life Balance – 35 hour working week, flexi-time scheme, working from home opportunities.
- Generous Annual Leave – 27 days holiday, rising after four years of continuous service plus eight statutory bank holidays and three, paid Christmas closure days.
- Commitment to health and wellbeing – free yearly health check-up, employee assistance programme, access to CSSC Sports and Leisure website, discounts on days out, restaurants and high street shopping, contribution towards eye-tests and glasses.
- Season ticket loan – Interest free public transport ticket loan.
- Commitment to ongoing development - Payment of professional memberships fees. Regular training workshops.



"I joined the service because I relish the opportunity to make a difference every day"

Richard Blakeway
The Housing Ombudsman

