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| **Role title:** | PMO Analyst | **Responsible to:** | PMO Manager |
| **Division:** | Digital and Change | **Department:** | Programme & Project Management |
| **Direct Reports and Level:** | N/A | **Scope:** | PMO  |
| **Scale:** |  |
| **Regulated Function(s) Held:** | Yes/No |
| **Evaluation Level** | Core | **Role Family** | Technical |

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| **Overall Role Purpose** |
| Identify, shape and deliver transformational change in processes, operating models and system enablement. Working collaboratively with a range of stakeholders, the team delivers end to end solutions that align to MPS strategy. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s***Delete and amend as appropriate*  |
| **Operational*** Contribute to the development and delivery of the Digital and Change strategy to plan, cost and quality.
 | * Delivery of Governance methodology and controls to enable the effective delivery of project and programmes
* Ensure that robust and insightful reporting is delivered to senior stakeholders
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| **Financial*** Ensure that all spend is managed within organisation policy reporting on variance to budget to the divisional leadership team.
 | * PO approvals are in line within policy or supported by a robust business case
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| **Member first*** Positively support a culture and capability in lean/continuous improvement and project management to drive operational efficiency and great member experiences and outcomes
 | * Net promoter score V target.
 |
| **People*** Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
* Support programme and project teams in delivering the required project outcomes.
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
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| **Risk*** Facilitate the identification and report risks and issues identified within programmes and projects across Digital and Change to enable resolution and mitigation of potential impact on MPS, members and colleagues.
 | * Project risk management plans (RAID)
* Portfolio level RAID reporting
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| **Responsibilities (RACI)** |
| * Implement governance standards across the portfolio, including tracking, monitoring and updating the status of project and programme deliverables.
* Carry out quality review processes as required
* Ensure the change control process is being applied across all projects.
* Manage the portfolio lessons learned repository; attend and facilitate post implementation review meetings to identify key areas of improvement to be captured into the lessons learnt repository
* Support implementation of the quality strategy, including any processes and templates, across all projects
* Co-ordination of sign-off of project deliverables in order to achieve stage gate approval
* Work with the PMO manager to develop and maintain the project standards guide, seeking contributions from stakeholders to ensure that the standards meet best practice.
* Build and maintain the repository of project templates to support project delivery – use examples from current and past projects to identify best practice
* Continue to evolve the processes and templates throughout the project lifecycle
* Manage communications from the PMO mailbox including regular reporting cycle requests.
* Prepare consolidated material from project reports for monthly Executive review
* Facilitation and attendance at portfolio level steering groups to capture actions, decisions, and key discussion points.
* On-Boarding and off-boarding of team members
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| **Key Governance Responsibilities** |
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking  |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Educated to degree standard and/or hold relevant professional qualifications or relevant experience
 | * Strong focus on results
* Resilient and determined
* Open to challenge
* Collaborative and co-operative
* Take personal responsibility
* Happy to work within a project governance framework
* Good team player with a collaborative approach to working
* Strong organizational and planning skills
* ‘Can do’ attitude
* Proven stakeholder management skills
 | * Previous PMO experience
* Experience of project/programme co-ordination
* Experience or exposure to the end to end project lifecycle, or managing substantial parts of the project lifecycle
* Experience of working within a structured project management framework
* Knowledge of project management tools and techniques.
* Good communicator – ability to communicate to and within a broad audience and converse with all levels
* Strong organisational skills – organising self and balance of multiple activities / deliveries
* Can process, manipulate, analyse and interpret data
* Can cope with the big picture and detail
* Able to think cross-functionally (not just one discipline)
* IT literate (MS Office)
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| **Desirable** | * Portfolio or project Management qualification
 |  | * Experience of working with Project Online
* Previous use of SharePoint
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