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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 |
| **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 |
| **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 |
| **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) |
| **Desirable** | * Portfolio or project Management qualification |  | * Experience of working with Project Online * Previous use of SharePoint |