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| **Role title:** | PMO Analyst | **Responsible to:** | PMO Manager |
| **Division:** | Digital and Change | **Department:** | Portfolio, Programme and Projects |
| **Direct Reports and Level:** | 0 direct reports | **Scope:** | Programme/Project Governance across MPS |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 1 | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| The purpose of this role is to assist the PMO Manager as well as other project resources to track Programmes/ Projects against the governance principles and provide direct project support where required. To shape and embed Programme/Project Governance principles across the MPS change portfolio in order to support the completion of successful projects/initiatives that align to the strategic objectives of the business to ensure we are achieving the best outcomes for our members. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Support the delivery of the Digital and Change (D&C) strategy and contribute to the development and delivery of the change portfolio to plan, cost and quality. * Contribute to the development and maintenance of governance standards, seeking contributions from stakeholders ensuring that the standards meet best practice. * Support the management of the end to end governance activity across the portfolio such as tracking, monitoring and updating the status of deliverables, maintaining templates, lessons learned repositories and liaising with colleagues to ensure consistent implementation which supports the delivery of the change portfolio to plan, cost and quality. * Support assigned end to end projects/initiatives to deliver to time, cost and quality monitoring the return on investment. | * Department Plan delivery vs plan * Feedback from stakeholders. * 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. * Health check metrics captured and assessed against critical success factors. |
| **Financial**   * Ensure that all spend is managed within organisation policy reporting on variance to budget to the PMO Manager for escalation to the D&C leadership team. * Support the Portfolio, Programmes and Projects colleagues in the financial management and tracking of the project budgets ensuring spend is in line with the agreed plan. | * Programme and project financial performance vs plan/budget. * Operational budget vs plan. |
| **Member**   * Support the PMO Manager in the development and maintenance of project standards. * Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency and great member experiences and outcomes. * Always deliver fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities. | * Net promoter score. |
| **People**   * Act as a role model for best practice in Programme/Project governance to and promote standards across MPS. * Take accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, legislation, policy standards and processes. * Build key relationships with internal and external stakeholders as necessary, liaising on projects to enhance quality service and outcomes for members. * As own competence develops actively share learnings, knowledge and best practice with colleagues. | * Delivery of Personal Development Plan to plan. * One to one / performance review meetings vs plan. |
| **Risk**   * Identify and report risks and issues identified within Portfolio, Programmes and Projects department and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Adhere to appropriate business policies, processes, controls and regulatory requirements (as applicable) to ensure activity is within risk appetite. * Comply with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook. | * Project risk management plans (RAID). * Portfolio level RAID reporting. * Compliance with organisational Risk & Control policies and processes. * Risk & Control Self- Assessments. * Audit Actions. * Quality monitoring outcomes / compliance. |

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| **Responsibilities (RACI)** |
| * To build and maintain strong relationships with the business, senior stakeholders and external stakeholders to ensure the delivery of programmes/projects to agreed scope, time, cost and quality. * To effectively champion and support programme/project governance standards/processes to ensure best practice is adopted to enable more efficient and effective delivery. * To effectively work with Project Manager(s) in the delivery of projects in accordance with the governance standards. * Support the management of on-boarding and off-boarding temporary project team members within Digital and Change to ensure the delivery of programmes/projects to agreed scope, time, cost and quality * Escalate as required any technical matters and/or seek advice using such opportunities to build confidence and competence in role. * Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |

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| **Key Governance Responsibilities** |
| * Programme/Project Steering Groups |

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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** | * Knowledge of full development life cycle projects * Knowledge of project management tools and techniques. * MS Office (Word, Excel, PowerPoint) | * Good communicator – ability to communicate to a broad audience * Strong organisational skills – organising self and balance of multiple activities / deliverables * Can process, manipulate, analyse and interpret data * Can cope with the big picture and detail * Able to think cross-functionally (not just one discipline) * Good team player with a collaborative approach to working * Good working knowledge of MS Project. | * Previous PMO experience including 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 * Experience of developing and maintaining project deliverable templates and project plans * Experience of tracking and quality reviewing project deliverables * Experience of carrying out project health checks * Experience of tracking project spend against budget * Experience of servicing senior level meetings including setting up, capturing minutes/actions and providing meeting outputs * Experience of facilitating workshops (e.g. post implementation reviews) * Previous use of SharePoint |
| **Desirable** | * P3O / PRINCE 2 or similar qualification |  | * Experience of working with Project Online * Agile experience |