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| **Role title:** | Portfolio Capacity Manager | **Responsible to:** | PMO Manager |
| **Division:** | Member Experience, Digital and Data | **Department:** | Portfolio |
| **Direct Reports and Level:** | No Direct Reports | **Scope:** | All MEDD resource managers  Contract resource as needed |
| **Scale:** | £2 Million Change Portfolio |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| The Portfolio Capacity Manager will be responsible for managing and reporting the utilisation of all MEDD resources across the change portfolio. This will include all resources both project and BAU that are from time to time engaged in the delivery MEDD outcomes.  They will administer and champion the use of the tools required to :   1. Calculate the resource usage across the teams 2. Report how the resources are being utilised 3. Determine the most cost effective blend of teams (Permanent vs Contract vs vendor) 4. Support the resource stakeholders with accurate information on which to make decisions 5. Maintain accurate data on skill, cost, activity data on which to analyse trends 6. Provide regular reporting on – demand vs actual, usage by team, resourcing risks |
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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Lead on the management and governance of vendors/suppliers including new contracts and manage existing contracts through their lifecycle within Member Experience, Digital and Data ensuring compliance and consistent application within MPS policy. * Responsible for supporting the effective operation of the Resource management forecasting and reporting tools * Support the transition to a central resource management platform owned by PMO * Maintain effective relationships with the resource stakeholders to ensure true and accurate resource allocations * Continue to develop capabilities and competencies by continually improving the planning and reporting processes * Support across MEDD teams to leverage the most cost effective resources * Delivering value for money by supporting supplier relationship Management and Strategic Sourcing processes * Contribute to the evaluation, selection and onboarding of new vendors/suppliers. * Participate in the analysis of vendor capabilities and maintenance of the Capability matrix and support to project teams on member engagement * Support the vendor management process by collecting and reporting to support vendor management review sessions * Produce regular reports to key stakeholders showing transparency of demand vs forecast and key usage trends * Manage delivery of resource management objectives and develop resource management protocols and performance metrics across the team. | * Divisional priorities Vs plan * Division Plan delivery Vs plan * Delivery of projects to plan * Operational Metrics Vs SLAs |
| **Financial**   * Manage and develop the production of metrics on resources to inform business decisions and actions which results in a measurable improvement in business performance and trends * Contribute to cost savings targets, cost avoidance, and initiatives aligned to MEDD achieving its cost and budget targets * Ensure that vendor/supplier spend is within contractual constraints. * Manage Procurement opportunities by actively promoting resource options to achieve the most effective outcomes combing permanent vs contractor options | * Operational budget Vs Plan * Member numbers Vs plan * Income Vs plan. * Retention targets delivered Vs plan. * Reports communicated on supplier divisional compliance. |
| **Member**   * 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 * Deliver on KPIs, financial targets and great member experience and outcome. * 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 * Member satisfaction survey results Vs plan * Stakeholder feedback * Operational Metrics Vs SLAs * Quality monitoring / outcomes testing scores / compliance testing and internal audit scores |
| **People**   * Develop colleague understanding of relevant processes and policies through on-going dialogue with colleagues and through periodic workshops. * Maintain a strong culture of challenging if required to ensure processes are followed across the business and accurate data is maintained * 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. * Contribute to the development of resource management within the PMO team and the wider business * Take an active role in promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity. * Build key relationships with internal and external stakeholders as necessary to ensure efficient and effective resource data and support decision making | * Compliance with Training and Competence Schemes * Delivery of Personal Development Plan to plan * One to one / performance review meetings Vs Plan * Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores |
| **Risk**   * Contribute to the continuous improvement and maturity of MPS rersource management policies at MPS; and that procedures are understood and adhered to by those involved in resource management and if appropriate initiate appropriate training to rectify any non-conformance * Identify and report risks and issues identified within the Division and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable) * Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection and IT security. * Evaluate new suppliers, including performing risk assessments and business impact analyses. * Participate in supplier service review meetings (for resource providers) on a regular basis, ensuring remedial actions are taken when deficiencies are identified | * Compliance with organisational Risk & Control policies and processes * Risk & Control Self- Assessments * Audit Actions Internal and External audit outcomes |

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| **Responsibilities (RACI)** |
| * Facilitate cross functional communication across all resource managers to support better decision making * Assist with the identification of new or changing resource requirements by actively engaging stakeholders to obtain feedback and incorporate those in continuous improvement * Manage performance and mitigating risk for all resource types and regularly report recommendations * Support on contractual and commercial negotiations and on boarding for contract resources * Contribute to the categorisation of suppliers and contracts, including the identification of preferred suppliers |

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| **Key Governance Responsibilities** |
| * Participate in MPS Committees and sub-groups (where required) |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Detailed knowledge of resource forecasting and resource management principals * Experience in managing central resource pools across matrix teams * Knowledge and experience of resourcing Systems functionality. * Proficient IT skills including MS Word, MS Excel and MS PowerPoint, and comfortable with numerical reasoning. | * Good understanding of IT supply markets * Good negotiating skills * Ability to work with, influence and communicate with all levels of staff within the organisation, and especially partners and other related third parties * Excellent attention to detail * Excellent written and verbal communication skills, especially in the creation of policies, procedures and management reports (such as reporting on metrics and key performance indicators). * Be a self-motivator, but also able to work well as part of a team and have a strong hands-on approach. | * Significant Supplier Relationship Management experience and strategic sourcing and contract management expertise * Experience of developing supplier contracts * Experience of developing and maintaining procurement activity. * Experience in handling confidential information and communicating clear messages internally and externally. |
| **Desirable** | * Project management qualifications * Experience with working with technical teams |  | * Previous experience of transformation * Experience of operating in a complex, commercial, multi-divisional organisation. |