

**North Northamptonshire Council**

**Job Description**

**Head of PMO – Capital and Transformation**

**Finance and Performance Directorate**

**Reports to: Head of Performance and Partnerships**

**Grade M**

**Overall Purpose of the Role**

The Head of PMO has a strategic and operational responsibility for the development and implementation of the Programme Management Office for the Capital Investment Programme and the Council’s Programme of Service Improvement and Change defining departmental, programme and project governance, structure controls and tools and ensuring effective assessment of progress and risk for each project. Broadly, this incorporates the following:

To develop, embed and manage the performance assurance framework for the Capital Investment Programme and the service improvement and change programmes within each Directorate, including reporting, stakeholder engagement, effective governance, risk analysis and quality assurance.

To develop, implement and undertake the process for the maintenance and delivery of programme information through the relevant governance arrangements including formal reporting to both Members and Senior Officers. This will include performance data, risk analysis, business cases and quality assurance systems.

To manage and prioritise the work of the business analysts team which is designed to support service improvement and change across the Council, liaising with stakeholders as required.

To monitor compliance and highlight any issues and risks as they may arrive. Working closely with relevant stakeholders from across the organisation, the role will oversee the general risk management function including reviewing risk management controls and processes, identifying potential risks, and monitoring various risk elements in both qualitative and quantitative aspects. The role holder will conduct analysis with a particular focus on operational, financial and organisational risk areas.

#  Key Role Accountabilities

|  | **Main accountabilities** |
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|  | Lead on the development of robust performance and quality assurance reporting processes and systems for the Council’s capital investment programme and service improvement and change (transformation) projects and programmes, reporting into the Head of Performance and Partnerships. |
|  | Develop and implement a comprehensive performance framework to provide timely and accurate management information to support both Member and Officer governance processes covering the Council’s investment programme and wider transformational change within Directorates. This will include both activity and finance data (the latter in consultation with the Assistant Directors for Finance), as well as details of progress against targets, issues and risks. |
|  | Work closely with the relevant stakeholders from across the organisation to develop and help define Directorate, programme and project governance, structure controls and tools to ensure effective assurance on progress reporting and risk management across the investment programme and the areas of service improvement/change. |
|  | Develop and implement systems and processes to ensure benefits are tracked against plans/business cases.  |
|  | Manage quality assurance projects and plans, checking all projects and programmes with lead officers. |
|  | Leadership and management of the central core team of Business Analysts, including the effective and timely prioritisation and allocation of team resources to support service improvement and change projects. This will involve timely liaison with relevant stakeholders and effective prioritisation recognising the needs of the business and the Council. |
|  | Maintenance of excellent working relationships with key senior stakeholders and members to ensure that data is collected and meaningful and presented in such a way to support effective high-quality monitoring and decision making. |
| 8. | Provide effective leadership of the Project Management Office function and the necessary coordination, direction and governance required. The role will develop key collaborative relationships across the Council and with partners. It will provide leadership within the service regarding delivery; whilst acting as an enabler for the service with influential stakeholders and partners in order to achieve the desired outcomes. |

#  Key Role Descriptors

This leadership role will provide professional and technical advice and/or operational management within a service, acting as a senior advisor within their area.

Through matrix management and working, the role holder will manage and develop greater connected and coordinated working across services, partners and other stakeholders through engendering positive relationships and by listening and engaging with people to deliver improved services, recognising the importance of internal and external relationships to the organisation.

The role will adapt and develop organisational policies, applying innovative thinking to develop solutions across a range of issues.

The role holder will focus on service delivery and outcomes, driving service priorities, and adapting to changing internal and external environments to achieve for North Northamptonshire.

The role holder will manage employees and budgets successfully ensuring service needs and resource levels are identified and met. Shared or lead responsibility for a specific budget/s.

The role holder will ensure statutory regulations are met to safeguard the organisation and the population of North Northamptonshire.

The role holder, where required, will provide clear communications to Council staff, Boards and Committees, elected Members, MPs and organisations from the public, private and voluntary sectors, to enable effective decision making.

The role holder will foster commitment, talent and fresh thinking, challenging themself and others and take responsibility for their own development and promoting continuous learning.

Through personal example, open commitment and clear action, the role holder will ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Essential/****Desirable** |
| Educated to degree-level or equivalent in a relevant subject, or equivalent by experience in relevant subject  | E |
| Programme/project management qualification or evidence of significant related experience. Demonstrable experience of working with civil engineering projects is desirable. | E |

Minimum levels of knowledge, skills and experience required for this job

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| --- | --- |
| Knowledge Required | Essential/Desirable |
| Knowledge of developing appropriate systems and managing data to report on complex data across a range of different subject areas, liaising with multiple stakeholders. | E |
| Experience of contract management and the related procurement and governance issues that impact on programme delivery. | D |
| Experience of all stages of programme and project management typical to construction related contracts to promote better understanding and ensure high quality assurance reporting. | D |
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| **Skills** |  |
| Strong interpersonal skills and excellent communication skills | E |
| Experience of presenting and a high level of skill in using other communication tools in a project environment to a wide range of stakeholders of different levels, including expressing complex technical, system concepts and ideas clearly and concisely to a non-specialist audience. | E |
| Effective development, management and motivation of staff within a service area, providing leadership and planning for the work of a service-based function or Council wide team. Establishing clear targets and monitoring progress to ensure continuous improvement in service delivery. | E |
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| **Experience** |  |
| Demonstrable experience in a complex organisation of data collection, collation and report production for large scale programme and projects | E |
| Experience of maintaining large scale multiple programme data tracking in complex service areas, working on a significant change programme with multiple stakeholders and to deadlines  | E |
| Proven track record of developing and overseeing project or programme governance at scale and pace. | E |
| Proven track record of developing high performing teams with demonstrable experience of managing programme office functions. | E |
| Proven track record of leading development of performance, quality, impact measurement and benefits from capital investment and/or change programmes | E |
| Proved track record of developing and delivering good quality management information and reporting | E |
| Experience of operating at a senior and management level with proven ability to work with senior key stakeholders and members to influence appropriately | E |
| Excellent written and verbal communication and presentation skills. Excellent interpersonal skills with the ability to gain the respect of multi-professional teams, enthuse and motivate individuals and teams | E |
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| **Equal opportunities**  |  |
| Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs | E |
| Disclosure Level |

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| --- | --- | --- |
| What disclosure level is required for this post? | NoneX | Standard |
| Enhanced | Enhanced with barred list checks |

**Work type**

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| What work type does this role fit into?  | Fixed  | Flexible X | Field | Home |