

POST TITLE	PROGRAMME MANAGEMENT OFFICE (PMO) MANAGER
DIRECTORATE	PLACE
SERVICE	
RESPONSIBLE TO	SENIOR RESPONSIBLE OFFICER FOR THE EDINBURGH VISITOR LEVY
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	NO

Purpose of Job

To establish and maintain a robust and effective Programme Management Office (PMO) function to support the delivery of Edinburgh's Visitor Levy .

This will involve the development and embedding of a robust PMO framework to support project and programme managers. The postholder will have lead responsibility for providing quality assurance and monitoring to the programme board, Corporate Leadership Board, Executive Committees and the full Council.

'THE WHAT' - MAJOR TASKS/JOB ACTIVITIES

- Overall responsibility for establishing and maintaining a new programme management office (PMO) to support the delivery of the Edinburgh Visitor Levy scheme.
- Lead responsibility for the establishment of a programme management framework, to include the definition and application of standards, guidelines and associated toolkits for project initiation and delivery.
- Working with programme and project managers to embed and implement the PMO framework, ensuring adherence to project management controls and tools to support and enable robust project delivery.
- Lead the creation and implementation of robust programme governance processes, including the establish of project and programme gateway reviews, auditing and quality assurance checks of programme and project documentation and effective programme and portfolio board operation.
- Lead responsibility for the coordination and monitoring of programme level risks, issues and dependencies, ensuring adequate mitigating action is taken by project and programme teams and concerns are escalated to the boards in a timely manner.
- Lead responsibility for the design and ongoing production of programme level dashboards and status reports for the programme board and the relevant Council Committees. This will involve close working with project and programme managers to ensure individual project status reporting is accurate, comprehensive and timely.
- Lead responsibility for accurate and effective financial and budget auditing, monitoring and reporting at a programme level.
- Preparation and presentation of accurate and detailed data and information to support programme governance and decision making.

- Working with project and programme managers to design and implement robust benefits tracking and evaluation framework.
- Providing oversight and assurance to the portfolio sponsor, SRO and programme board as required.
- Managing a range of senior stakeholders, from a number of partner organisations, providing support and challenge where required.
- Provide support, challenge, training and coaching to project and programme managers to ensure adherence to agreed standards.
- Line management of the PMO officers, with full responsibility for all aspects of leadership and development of these staff.

'THE HOW' – KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, CONTACTS AND RELATIONS, DECISION MAKING)

- The postholder will have significant experience of operating in a PMO environment and a strong track record in project and programme management skills, with a thorough understanding of the key principles of governance and delivery.
- The postholder will have specific experience of working within transformation and business change programmes and an understanding of service redesign and improvement.
- The postholder will have a proactive approach and an ability to set and drive their own priorities and workload.
- The postholder will be a strong leader who can set clear direction and motivate and engage staff.
- The postholder will have a natural ability to influence and negotiate in order to meet strategic outcomes of the programme and will demonstrate creative and constructive approaches to resolving issues and conflict in order to progress desired outcomes.
- The postholder will have strong stakeholder management skills and the ability to build and maintain successful relationships.
- The postholder will have confidence and experience in managing complex information and will be required to analyse and present a wide variety of complex data and statistics to drive knowledge-based decision making within the programme.
- The postholder will be highly numerate and commercially minded.
- The postholder will have excellent communication, engagement and stakeholder management skills.
- The postholder will provide expert advice and guidance at the highest management levels within the Council.
- This will usually mean that the postholder is qualified to degree or postgraduate level and will have an additional project or programme management qualification or significant relevant experience.

Environment

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities.

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office-based activities.

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Supervision and Management of People

The post will be responsible for the management of 2 dedicated project professionals. The post is required to take on responsibility for the leadership and development of these staff, including consideration of succession planning and resilience to ensure business continuity.

In addition, the postholder will be required to direct the work of a team of project and programme professionals, providing advice, guidance and challenge to ensure the team complies with agreed standards and quality requirements.

Resources

The post will also have responsibility for auditing and monitoring budget on projects of up to £5 million on behalf of Culture, Wellbeing and Economy.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.