Directorate: **Growth, Environment and Transport (GT)**

Unit/Section: **PMO, GET Portfolio Team, Corporate Director's Office**

Grade: **KR11**

Responsible to: **Head of Portfolio Management**

Purpose of the Job:

Working under the direction of the Head of Portfolio Management, continuously improve the capability of the programme and project management function across GET by providing expert knowledge, guidance and support as regards to planning, monitoring, tracking, control, resourcing, assurance, governance and delivery. PMO specialist lead across a number of distinct portfolios and programmes. Act as a change agent and take a portfolio view to ensure that the right projects are undertaken to meet strategic outcomes and are delivered on time to quality standards.

Main duties and responsibilities:

1. Responsible for managing and tracking portfolio performance, providing an ongoing assurance and health-check by assessing whether projects continue to meet overall strategic and project-related objectives. Support the Head of Portfolio Management in assessing and managing portfolio-level risks, assumptions, issues and dependencies.

2. Define and maintain standards for programme and project management within GET, working with Corporate Assurance and other PMOs across KCC. Provide documentation and guidance to ensure first class programme and project management approaches from initial development of business cases through to design, delivery and sustainability.

3. Create and support strategies and processes for the effective planning, monitoring and delivery of programmes and projects across GET, including status reporting and project updates in order to track and report on progress and performance. Support the ideas/pipeline process for robust and managed project initiation and approvals followed by stage-gate assurance reviews, lessons/closure, and benefits realisation.

4. Provide advice and guidance on the development of business cases and funding bids to the required standards expected by GET, KCC and external

funding bodies, and ensure the necessary assurance and governance is in place as required.

5. Support project/programme managers to establish and monitor project plans, budgets, risks, issues, dependencies and financial/non-financial benefits. Advise Sponsors as required.

6. Act as a PMO lead for various specialisms, e.g. digital, data, automation, benefits realization, research, communications, service redesign, infrastructure, etc., and represent the PMO on the various portfolios' groups and boards as relevant, e.g. Directorate Technology Board, OD Group, etc. Be accountable to the Board Chair(s) for any specific Board programme work that the role is commissioned to undertake.

7. Represent the PMO at various governance meetings across the Directorate as required, e.g DivMTs, Extended SMF, providing regular updates on the progress of the portfolio and highlighting key areas of risk.

8. Ensure lessons learned are captured, shared across GET and actions put into practice for the ongoing improvement of programme and project management across the Directorate.

9. Work as part of the team to manage, understand and maintain the overall database of programme and project information across GET. Analyse and interpret data to provide clear metrics, measures, quality assurance, dashboards and continuous improvement to support decision making. Provide appropriate challenge to support effective delivery of projects/programmes. Evolve PMO systems and processes within the context of PPM software.

10. Develop a team Marketing, Engagement and Communications Strategy and Implementation Plan and support the delivery of engagement, communication and change activities across GET and KCC. Provide regular updates and feedback to the GET PPM community, Programme/Project Boards, divisional management teams and other stakeholders as required through presentations, reports and briefings.

11. Manage the PMO team, as well as other members of staff and/or suppliers as necessary. Provide support and advice to the team to deliver best practice portfolio, programme and project management principles, to drive continuous professional development and staff retention.

12. Act as a change agent and lead for innovation, best practice, learning and development through researching, championing and embedding new methodologies, technologies and working practices. Ensure the capability of the PPM community through training and development, including the coordination of access to formal learning and qualifications.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

There are two PMO Leads supporting the Head of Portfolio Management. A number of PMO specialisms are assigned to each postholder, working in a matrix way across the team. The PMO specialist area that this role will lead on include, amongst other things, Digital, Data, Technology, Automation, Research and Infrastructure. The posts can flex across the various specialisms as deemed appropriate by the Head of Portfolio Management.

	CRITERIA
QUALIFICATIONS	• Educated to degree level (or equivalent) • Qualification in portfolio, project and/or programme management
EXPERIENCE	• Substantial experience of running a Portfolio or Project Management Office (PMO), working in a PMO at a senior level, or in a service delivery environment • Experience in maintaining a portfolio, large-scale programme or service plan, and making strategic recommendations to decision-makers • Experience of embedding best practice, particularly in project and programme management • Experience of working with, and providing effective support to, senior managers projects within large organisations, e.g. local government sector, other public sector partners and external bodies • Experience in the PMO specialisms assigned to this role
SKILLS AND ABILITIES	• Ability to develop excellent relationships across the Directorate, and its programmes, projects and services and work collaboratively to form a close-knit team that delivers successful outputs • Excellent management and leadership skills and able to drive and lead teams to deliver success • Excellent interpersonal and communication skills and hold sufficient credibility to be able to advise, influence and engage project teams, Senior Managers and Directors. • Demonstrated capability for problem solving, decisionmaking, sound judgement, assertiveness • Strong analytical skills with an organised and systematic approach and an ability to accommodate a wide and complex range of issues.

	• Flexible and adaptable approach with a focus on delivery to deadlines and high standards. • Excellent technical and presentation skills, in particular the Power Platform and other digital and automation provision • Ability to manage and monitor budgets and resources • A pro-active and flexible approach within a changing environment
KNOWLEDGE	• Knowledge of project and portfolio management methodologies and wider change management arena • Knowledge of data gathering and business analysis approaches, uses and presentation • Comprehensive knowledge of policy and procedure agendas within KCC, including roles of teams, officers and members, partnership agencies and the political arena • Political awareness, diplomacy and sensitivity • Knowledge of the PMO specialisms assigned to this role
KENT VALUES AND BEHAVIOURS	**Kent Values:** • We are **brave**. We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making