

JOB DESCRIPTION

JOB TITLE:	Head of Service - Programme Management Office (PMO)
MANAGED BY:	Strategic Director of Infrastructure
GRADE:	HOS-2

BACKGROUND

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

Reporting to the Strategic Director of Infrastructure, this senior role will lead the delivery of the authority's Infrastructure Directorates' Programme Management Office (PMO).

The post holder will provide leadership and management of the Infrastructure Directorate PMO. The PMO provides the framework, oversight and the necessary controls across 8 sub programmes with a total value in excess of £800m. A recent significant increase in funding now requires the existing PMO to grow and mature in order to meet the organisations developing needs and provide the necessary governance and delivery certainty. Specifically, the PMO that the role holder will lead will:

- Provide a management framework and center of excellence covering a standardised, consistent approach for portfolio, programme and project delivery.
- Create and own the standards and processes which facilitate timely and accurate reporting at Programme and Portfolio level.
- Enable timely, intelligence-based decision making based on accurate information and provide transparency over schedule, risk, issues and

opportunities across the Portfolio and Programmes.

- Own the products and processes covering Schedule, Risk, Issues, Dependencies, Reporting and Information Management.
- Facilitate the accurate reporting of financial information.
- Establish a common set of reliable sources of truth on which reporting can be based and which is accessible to all.
- Have oversight of the meetings and governance structure within the Infrastructure Directorate and ensure that it remains fit for purpose and effective.
- Undertake high level assurance/reviews at key project junctures on core project management data (i.e. Schedule, Risk / Issues Register)
- Support the development of Programme and Project management skills/competencies and support the Combined Authorities' aspiration for corporate membership of the APM competencies.

KEY RESPONSIBILITIES

- To lead, manage and be accountable for the effective operation of the Infrastructure Directorate PMO.
- Develop, implement and maintain a suitable and effective management framework for the Infrastructure Directorate.
- Establishing consistent practices and standards across project scheduling, risk, issues, dependencies, information management, reporting, benefits management, and governance.
- Continually monitor the performance of the Programme and make recommendations for interventions/changes as required and implement where appropriate.
- Enable the timely and accurate production and issue of information to meet required reporting and governance timetables.
- Continually review the performance and operation of the PMO in supporting the successful delivery of programme and projects and the support provided to Project & Programme Managers. Implement changes and improvements as required.
- Ensure that risks, issues, opportunities and dependencies across the Programme are suitably captured, reported, reviewed, escalated and mitigations/intervention implemented and tracked.
- Help ensure that governance across the Programme is documented, understood, adhered to, and remains effective. Make recommendations for improvements where necessary and support roll out of agreed changes.
- Providing advice and support to Heads of Service and Programme Managers in preparing and presenting appropriate progress reporting information.
- Drive forward system improvement within the PMO, by working with key stakeholders to coordinate activity and by influencing, shaping and supporting developments within the Authority and with key delivery Partners.
- Interface with the Combined Authority's planned Corporate PMO to ensure consistency and sharing of knowledge and information.
- Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes

and strategies.

- To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.
- Monitor and support the performance management and development of team members, to support individual development and ensure that individual contributions and career progression opportunities are maximised.
- Monitor, analyse and manage delegated budgets, funding and resources in accordance with organisational policies and procedures and to meet the needs of each Programme and project.
- To represent the Strategic Director of Infrastructure as required, in relation to the delivery of the Infrastructure Directorate Programme.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated to degree level or able to demonstrate equivalent professional experience in a relevant sector.
- Recognised Project / Programme / Portfolio Management related qualification(s) (MSP, PRINCE2, APM etc.)
- Professionally chartered or working towards chartered status.

Experience

- Experience in developing and leading effective Programme Management Offices.
- Experience of managing large scale programmes of work in a transport or infrastructure setting or equivalent.
- Experience in managing and delivering infrastructure projects is highly desirable.
- Experience implementing proportionate, effective, and suitable project and programme controls and governance.
- Experience managing and forecasting team resources.
- Experience mentoring and developing teams including developing individual development/training plans.
- Experience of working in a complex stakeholder environment at a senior level and can demonstrate ability to develop and maintain effective relationships.
- Proven leadership and consensus building in a complex, multi-stakeholder environment within the public sector.
- Ensuring that internal and external stakeholders understand visions and delivery plans.
- Working with and advising Senior Officers.
- Influencing Local Authorities to coordinate, co-develop and deliver collaborative solutions with regards Programme Management and delivery.
- Experience of implementing effective change programme's.

Skills and Competencies

- Leadership qualities, i.e. building trust and consistency to make a positive contribution to the achievement of directorate and corporate strategic objectives.
- To relate to all staff throughout an organisation, whilst remaining professional.
- Possess excellent inter-personal skills and the ability to motivate staff and other managers and develop a positive organisational culture
- Excellent communication, influencing and negotiation skills in a range of environments, including commanding confidence with partners.
- Demonstrate the ability to work accurately under pressure with frequent changes of priority.
- Have demonstrated the ability to work with initiative and plan work for the team to meet conflicting and changing priorities.
- Proven ability for verbal and written communication skills, consistent with operating at Senior Management level.
- Ability to give appropriate, timely, targeted advice to support strategic decision making and ensure strong governance.
- Ability to manage relationships and partnerships with a focus on the long-term, openly sharing to build trust, manage conflict and enable an understanding of the common ground.
- Ability to balance logical and analytical approach to decision making whilst bringing innovative solutions to complex problems.
- Understand the need to balance decision making with political priorities.

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £14.21 - higher than the government minimum for **over 23s, currently £9.50 per hour**



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.