

INTERIM HEAD OF PROJECT MANAGEMENT OFFICE

Duration:	Fixed Term – 12 months (Parental leave cover)
Salary:	Circa £65,000 per annum
Job Level:	2
Hours:	35 hours per week. Other flexible arrangements will be considered
Disclosure Level:	Basic. This role involves no direct or indirect work with children.
Reports to:	Director of Strategy
Location:	Working from home and at 1 Westfield Avenue, London E20 1HZ.

At the UK Committee for UNICEF (UNICEF UK), we pull together to achieve the best possible results for children in danger around the world. We believe in an inclusive workplace and in the power of fulfilled colleagues who share the same values and goals, enjoy their work and are motivated to do their utmost for children.

Our work is guided by the UN Convention of the Rights of the Child (UNCRC) and the Sustainable Development Goals (SDGs), which recognise the universality of children's rights.

ABOUT THE TEAM

The Project Management Office (PMO) sits within the Strategy Directorate, under the Chief Strategic Development Officer. The Project Management Office is the standard setter for project and change management processes and approaches across the organisation, working with an agile approach to deliver a range of strategic and transformation projects, programmes and portfolios.

The PMO is centrally positioned to contribute to the development of business capabilities and enable UNICEF UK to deliver its ambitious strategy. The PMO's key responsibilities include:

- Standards and controls – the creation, embedding and governance of UNICEF UK Project and Change Management Frameworks.
- Capability building – developing project and change management capabilities at UNICEF UK to deliver successful projects and enable change effectively.
- Enabling resource – providing excellent project management expertise which can be deployed onto planned or reactive strategic projects and activities cross-organisationally.
- Portfolio Management – oversee core organisational priorities to ensure effective executive oversight and strategic management.

ABOUT THE ROLE

The Head of Project Management Office is a pivotal role at UNICEF UK, working across all organisational levels to set project and change management standards and deliver strategic objectives. This role will work with UNICEF UK's senior leadership, taking a proactive, collaborative approach to identifying new opportunities for strategic or transformational projects or programmes.

This role will develop and lead an effective team to deliver strategic and transformational projects for the organisation. Whilst also managing and providing ad-hoc support for income-generating, impact-driving, innovative programmes of work. This post reports to the Director of Strategy, ensuring it has strategic oversight and support.

What we will expect you to achieve

Team management:

- Develop and lead the Project Management Office team, promoting a positive team culture of effective collaboration and transparency to deliver strategic and transformational projects with quality, sustainable outcomes within agreed timelines, scope, and budget. Ensure all PMO activities are in alignment with UNICEF UK's strategy.
- Support other teams across the organisation in developing their project and change management capabilities and skills to achieve organisational strategic goals.
- Promote the work of the Project Management Office across the organisation, adding value and expertise by contributing to the development and implementation of best-practice project and change management standards.
- Work with the Strategy directorate's senior leadership to improve cross-organisational strategic processes and ways of working, enabling UNICEF UK to deliver an ambitious strategy more efficiently.
- Demonstrate and model a commitment to our shared values, behaviours, and inclusive practices (known as [Our Shared Commitment](#)) in all aspects of your work.

Project and Portfolio management:

- Oversee the effective management of a cross-organisational portfolio of strategic or transformational projects and programmes of work through all stages of a project life cycle. Personally manage or provide strategic oversight for discrete strategic priority projects.
- Advise the organisation on the suitable use of project management tools, techniques, and methodologies. Develop dynamic, best practice tools and processes to ensure effective project control, change control, risk management, and resource management.
- Demonstrate effective communication and management of internal and external stakeholders, negotiating competing priorities and co-ordinating activities across the organisation to avoid bottlenecks or poor allocation of resources.
- Establish and maintain positive relationships with colleagues and teams at all levels across the organisation, promoting a culture of collaboration and transparency.

BEHAVIOURS, EXPERIENCE AND SKILLS

This section contains the essential behaviours, experience, knowledge and skills needed in order to be effective and successful in this role. All criteria in this section are essential.

Effective behaviours

Supporter driven and mission aligned

- Is committed to children and their rights and motivated to work towards achieving a world that is fit for every child.

Collaboration

- Values diversity, respecting and drawing on colleagues' different perspectives, skills, experience, and knowledge.
- Conveys complex ideas using a variety of methods to engage an audience and win understanding and support.

Efficiency and Effectiveness

- Anticipates risks and puts plans in place to minimise their impact.
- Works autonomously and proactively
- Responds flexibly to unforeseen events such as emergency responses to ensure that effectiveness is not compromised.
- Suggests simplifications to overly complex ways of working to improve results and drive efficiencies.

Good Management

- Ensures that people have the essential skills, knowledge and resources they need to be effective.
- Delegates work appropriately, encouraging, and empowering people to act on their initiative and make decisions within agreed parameters.
- Uses a flexible management approach: coaching, supporting, or guiding for best results.

Relevant Experience

- Significant Project and Change Manager experience within a PMO function.
- Previous people and team matrix-management experience.
- Experience of working across multiple complex change and transformation programmes.

Specific Knowledge & Skills

- Use of a range of project management tools, techniques (such as Waterfall and Agile) and project/ portfolio management software (such as Asana, Trello, and Microsoft Project).
- Problem solver with an ability to view challenges holistically and make strategic decisions based on the bigger picture, while holding a good understanding of the detail.
- Excellent communication (oral and written) and senior stakeholder management.
- Portfolio and programme management development, implementation, and delivery.