



Job description: Project Management Office (PMO) Manager

Duration: 18 months

Salary: M1, London, £39,517 - £45,727 (depending on experience)

Location: Hybrid Working

Reporting to: Head of Operational Improvement

Department: Charity Services

Key working relationships: Charity Services Team / Cross directorate collaboration

Purpose of the job

The PMO Manager is responsible for designing and managing the framework within which projects are created and managed to support strategic decision making and enable successful delivery of programmes and projects. They will lead on management of UK Youth's programmes by monitoring and supporting effective processes, governance and good practice. Sitting in Charity Services, they will be a centre of excellence for project management and governance across all functions and the charity as a whole, ensuring consistency and continuous improvement.

Why work at UK Youth?

We are a value-based, passionate and committed organisation offering a friendly working environment with lots of opportunities for professional development and socialising from lunch and learn sessions, staff quizzes, to virtual coffee meet-ups.

UK Youth prides itself on being an Equal Opportunity employer and we would particularly welcome applications for this role from those who identify under one of the protected characteristics under the Equality Act 2010.

We value the differences that a diverse workforce brings and are committed to inclusivity, and to employing and supporting a diverse workforce. Our selection procedures ensure that people are treated on the basis of their relevant merits, experience, skills and abilities and that no individual receives more or less favourable treatment.

We welcome applications from groups currently under-represented in our organisation including BIPOC, LGBTQIA+ and persons with disabilities. We are also currently underrepresented by men, and so are seeking applications from different backgrounds, cultures, age, experience and identity to bring a wide range of experiences, ideas, views and insights to UK Youth.

Key responsibilities

Project Management Framework implementation

- Design and implement a project management framework that ensures the successful development and delivery of projects and programmes at UK Youth
- Create a toolkit of templates, including business cases, budgets, initiation documents, schedules, detailed project plans, stakeholder mapping etc. as required.
- Develop a consistent, organisation-wide approach to risk management, including standards and controls within projects, which supports decision-making and governance
- Standardise good practice and oversee related project delivery processes to ensure milestones and deliverables across projects and programmes are made clear and operational efficiency and project performance is updated
- Develop implementation and training plan to support roll-out of new approach and provide training, mentoring and coaching support in the implementation phase

Governance and decision making

- Support the establishment of clear governance structures and decision-making processes
- Responsible for documentation of governance structures to give clarity to all staff.
- Work with internal stakeholders to analyse and update meeting structures to support alignment and consistent feed-in to governance
- Maintain consistency and alignment to agreed governance structures, including business plans, functional project planning and risk and issue logging, providing ongoing feedback to Senior Leadership and communication on progress to all staff as required
- Ensure governance and project planning processes are communicated by liaising with internal communications leads

Operational improvement

- Work across departments in the charity, as directed by Head of Operational Improvement, to optimise, manage and/or support organisational change projects on a case-by-case basis.
- Support and/or lead on integration of MS Dynamics into ways of working across the charity, including but not exclusive to project development, in relation to governance structure and processes

Manager behaviours and expectations

Person specification

Experience

- At least 3 years' proven experience in successfully managing complex projects and delivering operational efficiencies.



- Demonstrable experience of designing, implementing and monitoring project governance and PMO processes and controls.
- Demonstrable experience in change management.
- Experience resolving complex organisational challenges
- Experience building strong customer relations, promoting ideas and influencing decision makers

Knowledge, skills and understanding

- Strong understanding of a range of project management methodologies and best practices including Prince2, Waterfall and Agile.
- At least 1 qualification such as the Association of Project Management, Prince2, Scrum, Managing Successful Programmes, Agile Project Management, or other equivalent certifications.
- Demonstrable understanding of effective governance and risk management structures, ideally in the charity sector.

Personal qualities

- Ability to work under pressure, balancing multiple projects and workstreams effectively while working with autonomy
- Strong leadership, communication and relationship management including the ability to influence at a senior level
- Responsive to feedback and a positive approach to continuous improvement
- Excellent time and workload management skills; proven experience of meeting deadlines
- Enthusiasm and flexibility to 'get stuck in' with hands-on tasks as well as energy and skill in the managerial aspects of the role
- Empathy with the needs of young people
- Ability to communicate technical and / or detailed instructions in layperson language
- Excellent levels of discretion and judgement, and experience of dealing with sensitive information
- Recognise and value all aspects of equity, diversity and inclusion

This post is subject to receipt of two satisfactory references, an enhanced DBS check and right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.