

Portfolio Assurance Manager



Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

We are seeking a highly experienced Portfolio Assurance Manager who will be responsible for planning, governance, and oversight of a portfolio of work aimed at leveraging technology to drive business objectives. The role will have the oversight of activity across the portfolio of work, having a focus on risk and dependencies. The role will also track and ensure outcomes are delivered across the portfolio. The role will oversee a diverse range of work, assessing their progress, risks, and outcomes, and providing strategic guidance to optimise portfolio performance. Key responsibilities include developing and implementing robust governance frameworks, conducting portfolio-level risk assessments, and facilitating communication and collaboration among teams and stakeholders. This is a Senior role within the team and the right candidate will have the necessary skills and experience to hit the ground running.

What you'll do for us:

Portfolio Oversight:

- Manage and oversee the organisation's digital and technology portfolio



“Data is becoming both a strategy and a culture at Age UK. The value of this is showing and will only continue to grow. It is a pivotal moment with the opportunity to see real change from the work taking place.”

Tom Jones
POWER PLATFORM
LEAD

Our values



Collaborative



Impactful



Ambitious



Inclusive

Portfolio Assurance Manager



of work, ensuring alignment with strategic objectives, priorities, and standards.

Governance and Compliance:

- Develop and implement robust governance frameworks and processes to ensure compliance with regulatory requirements, industry standards, and organisational policies.

Finance Management:

- Responsible for working with the Finance Business Partner and Director of Finance to ensure appropriate budgets are set for all packages of work across the portfolio, constantly thriving for a value driven approach and a clear Return on Investment.

Risk Management:

- Conduct portfolio-level risk assessments and proactively identify, assess, and mitigate risks to delivery, budget, and quality.

Performance Monitoring:

- Monitor and evaluate the performance of digital and technology projects, tracking key metrics and indicators to identify areas for improvement and drive continuous innovative solutions.

Stakeholder Engagement:

- Foster effective communication and collaboration among project teams, technology leaders, business stakeholders, and other key stakeholders to ensure alignment of goals, expectations, and priorities. In addition, this role would be key in constructively challenging ways of working and thinking across project teams.

Stakeholder Engagement:

- Play a crucial role in engagement and oversight with third party suppliers.

Location

Hybrid

People management

Yes

Division

Group Finance (Finance, D&T, Strategy)



ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

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Strategic Guidance:

- Provide strategic guidance and recommendations to senior management and key stakeholders on portfolio optimization, resource allocation, and investment decisions.

Quality Assurance:

- Ensure that digital and technology projects are delivered on time, within budget, and to the highest quality standards, meeting or exceeding stakeholder expectations.

Continuous Improvement:

- Drive a culture of continuous improvement within the D&T team, promoting best practices, innovation, and learning from past experiences.

Must haves:

- Proven experience in managing assurance activities across projects, programme and/or portfolios.
- Strong understanding of digital and technology trends, industry best practices, and emerging technologies.
- Excellent analytical, problem-solving, and decision-making skills, with the ability to synthesize complex information and make data-driven recommendations.
- Exceptional communication, negotiation, and stakeholder management skills, with the ability to effectively engage and influence stakeholders at all levels of the organization.
- Demonstrated leadership ability, with experience in leading cross-functional teams, driving change, and achieving results in a dynamic and fast-paced environment.
- Strong organizational skills, attention to detail, and the ability to manage multiple priorities and deliverables simultaneously.
- Excellent knowledge and experience of working with different software applications Microsoft Office, SharePoint etc.
- Experience of handling large amounts of complex data.
- Experience of problem and issue resolution.

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- Relevant qualification – either in Project, Product or Portfolio Management.

Great to have:

- Experience with operations resource management.
- Experience with project management maturity improvement.
- Skills with Microsoft Project for the Web, MS SharePoint, Lists, PowerAutomate, PowerBI, PowerApps.

Any other relevant details:

Skills

- Extensive Portfolio Management knowledge.
- Ability to work both independently and autonomously, but also as part of a team, able to constructively challenge senior members of staff.
- Extensive methodology knowledge.
- Good awareness of control methodologies.
- Knowledge of maturity models would be ideal.
- Self-motivation, with a proactive and delivery focused disposition.
- Passion for data enabled decision making.
- Passion for putting the customer first.

Required:

- Excellent MS Office Ability.

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

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