

Job Description

Title:	Portfolio Management Office Manager (PMO Manager)
Directorate:	Finance and Resources
Responsible to:	Head of Strategic Planning
Grade:	3.2

Main purpose of the job

Working as part of the Strategic Planning team to support the achievement of charity strategy through the successful delivery of a portfolio of programmes and projects. With a specific focus on providing an effective and pragmatic Portfolio Management Office function through the provision of consistent standards, governance, planning and support.

Key responsibilities

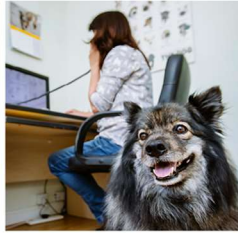
- Maintain the charity project management framework, PlanIt Blue, to ensure it remains up to date, aligned with best practice and continues to meet the needs of the charity.
- Support people across the charity in the application of PlanIt Blue to their projects and programmes, driving consistency and quality.
- Undertake the day-to-day management of governance activities across the portfolio.
- Act as system owner, in compliance with Blue Cross Information Services standards and processes for the portfolio information management application, working with leads and Strategic Planning colleagues to keep information up to date and accurate, and working with the supplier to resolve any issues and co-ordinate development.
- Maintain the portfolio delivery plan, working with stakeholders to ensure its up to date, accurate and visible.
- Assess the impact of issues and changes to the delivery plan and feedback to Sponsors, Leads and Strategic Planning colleagues in support of effective decision-making.
- Work with Finance, Data and Insights, Information Services and Strategic Planning colleagues to ensure that benefits are defined, measured, and centrally tracked across the portfolio.
- Support the Head of Strategic Planning in the production of regular reporting to senior management, Executive team, and Trustees.
- Work with the Blue Cross Learning and Development team to provide ongoing training for teams involved in projects and programmes.
- Manage the Change Advisory Board (CAB) for the Strategic Planning team.
- Maintain the central portfolio document repository in SharePoint for governance purposes.
- Work with the Internal Communications team to support the production of engaging progress updates across the charity to promote transparency, engagement and collaboration.
- Support the Strategic Planning team Project Managers in the delivery of projects.

Other duties and responsibilities

- Take part in team training and team activities as required.

The person

You will be passionate about making a difference through effective project, programme, and portfolio management. You will enjoy working with people and helping them to adopt these practices. You will be organised, with excellent attention to detail and enjoy working with plans and figures.



Job Description

Essential qualifications, skills, and experience

- Excellent organisational skills.
- Proven experience of supporting project delivery using a methodology aligned to best practice.
- Experienced in activity and resource planning in a project/portfolio context.
- Good at building and maintaining strong working relationships with people across the organisation.
- Good at listening to people's requests, proactive in taking action and seeing tasks through to completion.
- Experience of supporting people to use processes.
- Clear and concise communication style, both verbally and written to people at all levels of the organisation.
- Strong presentation skills with experience of creating reports and PowerPoint presentations for peers and senior leadership.
- Strong experience of MS Office, in particular Excel and PowerPoint.
- Experience of project/portfolio management software and planning tools, such as MS Project.
- Experience of project and programme controls, methods and frameworks such as PRINCE2 and Managing Successful Programmes (MSP).
- The ability to demonstrate, understanding and apply our Blue Cross values.

Desirable qualifications, skills, and experience

- Proven experience in a similar role
- Prince2 or a similar project management qualification
- MSP or a similar programme management qualification
- Experience leading projects or programmes

The duties outlined in this job description are not intended to be exhaustive and may be subject to periodic review and amendment to meet the needs of Blue Cross.

Our values

Our values define the way we do things. We use them every day to guide us, and to make sure we put people and pets at the heart of everything we do.

Compassionate: We listen, we are non-judgmental, we are kind and caring to the pets and people we encounter, and we offer support in difficult times

Courageous: We make brave decisions, embrace change, and encourage innovation, ensuring we always act with integrity – doing the right thing even when no one is looking

Inclusive: We value all our relationships and work in an open and positive culture where we celebrate our diverse talents and empower you to be you