**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>IT PMO Analyst</th>
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<tr>
<td>Department / Unit:</td>
<td>IT Department</td>
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<tr>
<td>Grade:</td>
<td>RHUL 7</td>
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<tr>
<td>Accountable To:</td>
<td>IT PMO Manager</td>
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**Purpose of the Post**

IT PMO (Portfolio Management Office) is accountable for all aspects of IT project governance and assurance including providing, regular, accurate and timely data and strategic insight, to senior levels within the college (Incl. “C” stakeholders), to enable, risk management, good decision making and the formation of a cohesive and well balanced IT Portfolio that reflects the strategic ambition of the organisation.

The IT PMO Governance, Reporting and Communications will be responsible for:

- Ensuring the smooth progression of all projects through stage gates. Produce insight and reports that support decision making and allow governance forums to steer the portfolio and support the strategic planning process.
- Designing and undertaking quality assurance activities, such as documentation reviews, stage gate reviews, and project health checks across the business change portfolio, providing recommendations for remediation.
- Working with the broader business, co-ordinate organisation wide communications, selecting appropriate channels, timings, audiences and feedback loops ensuring portfolio and project communications are integrated and supportive, so that communications are pitched at the right altitude and tone for the audience.
- Provide robust and independent challenge to projects, having the strength of conviction to maintain assurance and transparency to ensure the PMO operates as a reliable and trusted function by the organisations most senior stakeholders.
- Accountable for the reviewing the benefits realisation process, aggregating in to a Portfolio Benefits plan with a process for benefits tracking realised over time, highlighting the contribution to strategic objectives.
- Drive continuous improvement across the project management communities focussing on project and portfolio methodologies, technologies and ways of working.

**Key Areas of Accountability**

**Leadership**

1. **Champion**
   1.1 Act as an advocate for Portfolio Management and PMO processes, promoting and championing best practice, across the college, focussing on quality and delivery.
2 Standard setting
2.1 Review project documentation during the reporting process and provide coaching, feedback and challenge where appropriate to improve data quality and promote continuous improvement.
2.2 Ensure that standards are maintained through necessary interventions with cross functional teams, project teams and project boards, escalating where this falls below agreed standards and KPIs.

3 Continuous Improvement
3.1 Provide proactive and creative input to the enhancement of PMO processes.
3.2 Contribute to the Community of Practice to enhance processes and templates.
3.3 Take specific responsibility for the PMO standards and training on:
   - Reporting
   - Communicating
   - Business case development
   - Risk and Issue Management
3.4 Encourage knowledge transfer and lessons learnt activities within the PMO, project and programme teams through the Community of Practice and wider organisation, facilitating workshops as required

Planning
4 Portfolio Optimisation
4.1 Responsible for the Management of project submissions, progression through stage gates and approvals.
4.2 Responsible for the accurate record keeping of decisions, approvals and actions; providing follow-up to ensure actions are closed out.
4.3 Responsible for the maintenance of the list of projects from concept/idea to closure, recording project status, stage in the lifecycle and outstanding actions.
4.4 Responsible for the analysis and reporting of projects, programmes and portfolio; working with projects to identify options for resolution and preferred resolution paths

5 Dependency Management and Integrated Planning
5.1 Contribute to the dependency management and integrated planning processes.

6 Resource Planning
6.1 Review project highlight reports and escalate potential resource issues especially when project plans move.
6.2 Work proactively across the department with team leaders and functional managers to ensure an accurate view of resourcing is maintained, highlighting where mitigation and action is required.

Financial Management
7 Financial Management
7.1 Review project highlight reports and highlighting significant departures from the agreed financials.

8 Benefits Management
8.1 Own the Benefits Management process including planning and tracking to realisation, providing insight where significant variances are found
8.2 Maintain a record of project and portfolio level benefits identifying and reporting variances and managing associated action planning.

8.3 Maintain a change Control log for change to the project and portfolio variances.

**Governance**

9 Lifecycle and Stage Gate Management
9.1 Accountable for the development and maintenance of the project lifecycle with project stage gates progression supported by exit criteria.
9.2 Ensure the Lifecycle and stage gates evolve over time to align with the changing needs of the organisation, IT delivery methods, processes, service models and the portfolio.
9.3 Contribute to the development of the project Lifecycle Framework, ensuring stages, gateways, reporting and communications are included.

10 Project and Portfolio Decision Support Information
10.1 Collate qualitative and quantitative information on project performance in a timely and accurate manner that enables senior leadership teams to have visibility and sufficient information to make informed data driven decisions. This will require the synthesis and interpretation of complex and technical data of a significant size.
10.2 Align project drivers and benefits to the IT and wider organizational strategy, identifying synergies and alerting senior management to gaps.
10.3 Working with relevant functions to define the governance arrangements for projects and programmes. Documenting same in processes and TORs.

11 Quality Assurance
11.1 Participate and where required, lead in project reviews, approvals, and gating processes as appropriate.

**Communications**

12 Portfolio Level Communications
12.1 Proactively build relationships and contacts across the organisation to facilitate the effective exchange of information
12.2 Guided by the Communication's team and working with project teams, manage end to end process of developing executive communications materials (using appropriate channels) targeting the senior management layer within the organisation.
12.3 Draft and maintain Portfolio Communications plan for both portfolio and project communications.

13 Project Level Communications
13.1 Ensure project reporting is conducted in a timely manner and to a high quality feeding in to the governance timetable.

**Capacity Building**

14 Training
14.1 Contribute to the induction of new staff members, key topics project reporting, stage gate progression and submissions, project communications.
14.2 In conjunction with the PMO Analyst, design, facilitate and run training on new tools, processes, systems, and artefacts relating to project, programme and portfolio management.
15 Coaching
15.1 Working with PM Community of Practice develop and maintain standardised project reporting, communications and stage gate submission documents, coaching to ensure high standards are attained and maintained over time.
15.2 Where appropriate constructively challenge project boards and governance functions to help improve quality and governance.

16 Advising
16.1 Provide advice and guidance to projects and project managers outside the scope of the IT Portfolio.

17 Challenge
17.1 Provide challenge to colleagues and staff at all levels within the college to drive improvements, improve data quality and thereby improve project delivery and portfolio outcomes.

Other Responsibilities
- Deputise for IT PMO Manager, participate in portfolio governance and project board meetings as required
- The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.
- The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.