Job description

# Head of Project Management Office

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| **Overview** | The Head of Project Management Office (PMO) role in AlphaPlus will have a line report to the Director of Operations and Finance and is responsible for project management activities across AlphaPlus to ensure that projects are implemented to time, budget and quality, supporting a range of projects over their lifecycle. The AlphaPlus PMO supports approximately 50 projects per annum that deliver a turnover of £4-5M. The PMO team provides functional reporting to project director(s) responsible for the major projects in AlphaPlus and the Head of PMO manages the team of project managers assigned to the PMO. The role will be full-time, providing our customers with a consistent point of contact and will normally be based in our Manchester office. |
| **Key purpose of the job** | * To own and continuously develop the project lifecycle process and ensure that this is implemented in the delivery of all projects * To ensure that the project plans agreed with the customer are implemented to time, budget and quality * Supporting the Finance Director to oversee company budgets and manage costs * Support organisational planning and the effective use of our human resources * To ensure a high standard of customer service within the PMO * Where issues arise, to work with the project director to develop and implement contingency plans * To ensure that all employees and subcontractors engaged on a project have clear objectives and are working to agreed time, cost and quality constraints * To support varying sized projects over their lifecycle from planning to post-delivery evaluation * To ensure the project deliverables and related data management/data security deliverables are fulfilled * To support the production of bids for upcoming projects. |
| **Typical responsibilities** | * To line-manage the staff assigned to the project management office   + maintain the project lifecycle process   + ensure staff are trained in key project management skills   + plan and monitor the workload of the PMO and wider organisation * To provide a consistent point of contact for:   + the direct customer   + the end customer   + the wider project team. * To create/maintain/update project documentation:   + project plan   + progress reports   + performance metrics   + finance measures. * To provide support to project implementation such as:   + managing survey returns   + organising focus group events   + collating author / editor materials and comments   + providing first line editorial and quality assurance review of submitted work. |
| **Typical Outputs** | * Weekly PMO finance report * Monthly workload forecast * Project specific outputs as defined in the project documentation * Monthly project progress reports for the project director and AlphaPlu*s* board |
| **Key relationships** | |
| **Internal** | * Line management – Director of Finance and Operations * Project directors – Functional reporting * Project Management Office staff – Line management * Project teams – communications flow * AlphaPlus associates – task management of their input. |
| **External** | * Direct customer – provide consistent point of contact, agreed reporting and participation in project management meetings / calls * End customer (where appropriate/applicable) – participation in project management meetings / calls. |
| **Resources for which the job holder is accountable** | |
| **People** | * Manage PMO staff * Manage project contribution of associates and subcontractors. |
| **Assets** | * Joint primary stakeholder for Deltek project accounting platform along with company financial controller |
| **Budgets** | * Input to finance department on company budgets and cashflow planning * Management of project budgets within scope agreed with Project Director. |
| **Person specification** | |
| **Personal attributes** | **Essential:**   * High level of attention to detail and accuracy * Proven ability to collect and analyse information, solve problems and make decisions * Analytical skills and ability to present a concise management summary of complex data * Ability to work well in a high-pressure environment * Recognition of the importance of excellent customer service * Ability to act as an ambassador for AlphaPlus in all dealings with external customers and contractors * Ability to work with a diverse and geographically distributed set of employees, associates and customers * A high standard of presentation and communication skills to operate effectively with customers and staff * Good organisation / personal work management to be able to operate in a multi-project environment * Initiative – must have ability to work for extended periods without direct support and supervision * Commitment to learning and investment in own professional development.   **Desirable:**   * Negotiation skills * Particular interest in the education sector and recognition of the value of investment in education |
| **Qualifications and professional/ technical competencies** | **Essential**:   * Project management * Excellent interpersonal skills and a collaborative management style * Leadership and organisational skills * Evidence of strong numerical and analytical skills * Good honours degree or equivalent * Reasonable fluency with MS Office applications, especially MS Excel * Aptitude for adapting to new software and digital services * Ability to provide first line editorial checks of project materials.   **Desirable:**   * Appropriate specialist qualifications such as APM or Prince2 certification * Reasonable fluency with MS Project * Working knowledge of budgets, forecasting and metrics |
| **Relevant Experience** | **Essential**:   * Track record of successful project management * Budget development and oversight   **Desirable:**   * Demonstrated leadership and vision in managing staff groups and major projects or initiatives * Effective delegation of responsibilities * Line management * Regular production and presentation of project financial reports * Workload forecasting and allocation of resources to areas * Earned value reporting * Use of ERP/MRP platform * Regular production and presentation of project progress reports * Development, maintenance and review of project lifecycle processes * Monitoring and ensuring adherence to project lifecycle processes * Experience in one or more of the following sectors/fields: * Education * Training * Assessment * Quality Assurance Framework * ICT |