

<b>Job Title</b>	<b>Head of PMO</b>
<b>Band</b>	<b>8a</b>
<b>Responsible to</b>	<b>Deputy Managing Director</b>
<b>Accountable to</b>	<b>Deputy Managing</b>
<b>Base</b>	<b>Central London Community Healthcare Trust   Expected travel to various locations across ICS sites</b>

## Job Purpose

NWL Procurement Services (“NWL PS”) is part of Central London Community Healthcare NHS Trust, and provides procurement and supply chain management services across all members (“NWL Members”).

The Head of PMO will oversee the Programme Management Office ensuring that it provides comprehensive support and assurance across the major programmes in the NWLPS roadmap. As a key member of the team the Head of PMO will ensure the right governance and architecture is in place so that our improvement and change programmes are planned, captured, tracked and evaluated in a robust and systematic way. With a primary focus on our efficiency agenda, they will lead the PMO and champion a standardised project approach across the organisation. Introducing a systematic means of managing risks and interdependencies the Head of PMO will lead in implementing a robust governance structure that provides transparent oversight to the Executive Team and Senior Managers.

## Key Working Relationships

- NWL PS Category Directors and their Teams
- NWL PS Sourcing team
- NWL PS Performance and Reporting team
- NWL Member Clinical and Non-Clinical Senior Management
- NWL PS Delivery Board members NWL PS Leadership Team
- Trust CFO’s and their teams

## Main Duties and Responsibilities

### OPERATIONAL

- To design, lead and embed consistent and effective project management approaches with clear identification of costs and benefits throughout NWLPS’s main change programmes.
- Implement the architecture and structure for the Continuous Improvement Programme (CIP).
- Development of standard ways of working that are underpinned by clear policies documentation, training plans and other materials.
- Robust management and oversight of the gateway process for the development and maturity of the project pipeline.
- Hold teams to account on the integrity of data at all times
- Liaise with Trust Finance teams to ensure accurate costings/savings are profiled and recurrence is clear.

### COMMUNICATION

- Establish professional relationships with identified stakeholders.
- Use well developed communication, negotiation, and influencing skills to engage a range of staff to oversee and direct the delivery of the programme management office in line with agreed NWLPS strategies.
- Responsible for communicating programme reports to the NWL PS Delivery Board, Trust CFO’s and other stakeholders.
- Engage with stakeholders engaged in projects that are reported on via the PMO.

- Build and maintain the reputation of NWL PS as a highly professional service with effective business partnering arrangements ensuring maximum satisfaction among both internal and external stakeholders.
- Champion a culture of customer service excellence and value for money delivery
- Work with the Manager responsible for improvement to ensure streamlined process and communication to enable category management and sourcing to create robust strategies and plans and to drive process efficiency improvement.

## MANAGEMENT AND LEADERSHIP

- Responsible for leading all programme management activity within NWL PS ensuring programmes are on track and delivering to NWL PS strategies and corporate objectives; with a particular focus on the Continuous Improvement Programme (CIP)
- Support Divisional teams by providing assistance in the development of phasing of plans and tracking benefits delivery.
- Ensure that all activity is compliance with NWL PS governance and wider legislation.
- Responsible for working closely with Category Directors and the Sourcing team to ensure that the programmes are on track
- Instil and create positive values and working environment
- Drive a performance culture within the team to achieve results through others
- Act as a leader and role model to eliminate unnecessary complicatedness from our processes by diagnosing problems and designing solutions for innovation and improvement within the team.
- Create a culture of flexibility and responsiveness, mobilising the team to respond swiftly to changing priorities

## PROFESSIONALISM

- Identify, develop, and promote best practices, with the aim of improving NWL PS performance and sustainability.
- Promoting culture of 'Sector First', enabling NWL PS to take decisions that may not be optimal for the individual NWL Members.
- Provide leadership behaviours, culture, and value of NWL PS to support a high-performing procurement organisation.
- Give effect to the Cultural Principles and Customer Service Principles.
- Actively champion NHS Social Value, Sustainability and Equality, Diversity, and Inclusion agendas.

## GOVERNANCE

- Responsible for developing and applying robust governance procedures to enable tracking of key programmes together with timely and accurate updates to stakeholders
- Lead on weekly, monthly, quarterly and annual Performance Dashboards for Transformation and relevant Boards, using qualitative and quantitative metrics
- Ensure progress is reported through existing governance structures and to Board committees where relevant, in writing and verbally.
- Ensure all activity is compliant to the law, NWL PS governance and other relevant NWL Member governance.
- Produce clear, concise and accurate reports for Board level stakeholders on NWL PS activity using a range of IT Software

**The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the postholder.**

Person Specification, Job Title: Head of PMO

Factors	Criteria	Assessment Method
<b>Education/Qualification</b>		
Essential	<ul style="list-style-type: none"> <li>Degree qualified (or equivalent level of experience)</li> <li>Recognised management qualification at postgraduate level and/or experience</li> <li>A PPM qualification such as PRINCE2 (minimum foundation level), Managing Successful Programmes (MSP)</li> <li>Masters degree or equivalent in financial or business discipline</li> </ul>	AF, C
Desirable	<ul style="list-style-type: none"> <li>Relevant postgraduate qualification</li> <li>Higher level PPM qualification</li> </ul>	C
<b>Experience</b>		
Essential	<ul style="list-style-type: none"> <li>Significant experience of PMO leadership in a large complex organisation.</li> <li>Track record of success in delivering change and project management</li> <li>Financial experience including financial analysis, planning and option appraisal and cost reduction</li> <li>Benefits realisation</li> <li>Significant experience working within senior management.</li> <li>High level knowledge of systems thinking approach.</li> <li>Experience of managing a team including objective setting, performance reviews and performance management.</li> <li>Substantial experience of implementing change.</li> </ul>	AF, IV
Desirable	<ul style="list-style-type: none"> <li>Experience in financial programme management</li> </ul>	AF, IV
<b>Skills &amp; Knowledge</b>		
Essential	<ul style="list-style-type: none"> <li>Ability to influence and negotiate at a senior level within the division and wider trust</li> <li>Experience of working with multiple stakeholders with conflicting priorities</li> <li>Able to build effective working relationships with key stakeholders at all levels in the organisation.</li> <li>Ability to write clear and concise reports on complex financial and business issues to board level.</li> <li>Highly developed influencing and negotiation skills which need to overcome significant barriers to acceptance.</li> <li>Clarity of expression verbal and written.</li> <li>Ability to present to wide range of audiences on complex financial and business issues.</li> <li>Politically astute and able to work with highly sensitive and confidential information.</li> <li>Knowledge of best practice in Project &amp; Programme Management</li> <li>Risk management and change control.</li> </ul>	AF, IV
Desirable	<ul style="list-style-type: none"> <li>Knowledge and awareness of NHS or wider healthcare sector operating models and policy developments would be advantageous, although not essential.</li> </ul>	IV
<b>Other</b>		
Essential	<ul style="list-style-type: none"> <li>Confident in the use of appropriate IT toolsets, including advanced keyboard skills, use of IT equipment and systems</li> <li>Ability to concentrate for long periods of time and flexibility to work in an unpredictable pattern</li> <li>Ability to handle distressing or emotional circumstances for example imparting unwelcomes news or where performance targets have not been met</li> </ul>	
Desirable	<ul style="list-style-type: none"> <li></li> </ul>	See below
<b>Assessment will take place with reference to the following</b> <b>AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate</b>		