



## JOB / ROLE DESCRIPTION

<b>Job Title</b>	Head of PMO IT and Digital	<b>Grade</b>	
<b>Version</b>	24/02/2023		

<b>Reporting To</b>	CIO
<b>Department</b>	IT
<b>Location</b>	Havant & Remote
<b>Direct Reports</b>	Up to 10
<b>Responsible for</b>	Oversight of IT and Digital change portfolio
<b>Key Interfaces</b>	IT Department PR24 Team Senior Leadership Team, including Exec Capital Projects Team Wider business
<b>Purpose of role</b>	<p>The Head of PMO Digital and IT will be responsible for oversight of the technology and associated business change portfolio of programmes and projects. As well as the management of the current pipeline and inflight portfolio of change, the role will be responsible for supporting the business-critical transformation driven by the PR24 business plan.</p> <p>Reporting to the CIO and working across the business the role will lead and drive the introduction, set up and embedding of a programme management office and related capabilities, creating common understanding, integrated planning and common ways of working across the change community</p>

## Values and Behaviours

We build success through a collaborative approach and by developing sustainable relationships. We will endeavour to provide a better service for both our internal and external customers and our colleagues. We will achieve this by following the Portsmouth Water core values of :

- **Excellence** – Putting the customer first. Ensuring we put our natural environment at the heart of our decision making. Pushing the boundaries on performance to deliver the best service. Empowering our people to be the best they can be.
- **Integrity** - Building trust through respect, honesty and transparency. Being accountable and taking responsibility for our actions. Respecting confidentiality, protecting data. Fairness in all we do
- **Future Focus** - Deliver high-quality, resilient services in a changing world. Attracting and nurturing the workforce of the future. Make sustainable decisions to transform the business for future generations. Co-create innovative solutions with customers, partners and stakeholders

## Task List

Covered by responsibilities.

## Key Responsibilities

Key responsibilities across of the role are:

- Work collaboratively with senior stakeholder to define the business objectives and priorities within, identifying and managing dependencies.
- Define and implement a framework for managing the pipeline and inflight portfolio of programmes and projects.
- Define standard and clear practises for managing change through the different channels of IT and the business, ensuring the model supports agile, product development and traditional project approaches.
- Define and implement portfolio level reporting for consumption up to board level. Ensuring costs, benefits, risks, quality, and progress are clearly and accurately reported.
- Plan and manage the delivery of the IT workstream for the PR24 business plan
- Perform a critical business partnering role for IT across the business, managing the landscape of priorities, and demand for solutions. Through pragmatism and strongly formed relationships with key stakeholders identify opportunities, drive solutions, and overcome conflict.
- Manage the IT Capex budget, forecasting and tracking of actuals in line with the requirements of the Capital Investment Team
- Drive efficiency, automation, and standard ways of working through the implementation and adoption of tooling.
- Innovate. Nurture innovative ways of working. Sponsor and support innovative projects, define a method for; and support Proof of Concept/Proof of Value initiatives.
- Line management, leadership and development of project office and roles. Mentorship of similar

## Compliance

- Ensure you always adhere to all IT security policies and report any breaches or contraventions in accordance with IT policies.
- Adhere to the General Data Protection Regulation (GDPR) in all your activities, providing impact assessments as required.
- Report progress to the Programme Manager, Sponsor, and senior stakeholders through formal programme governance bodies
- All documentation must be completed to a consistently high standard, ensuring accurate reporting of all project elements.
- Complete all project reporting in a timely manner as directed and ensure project performance is reported clearly to stakeholders

## Health, Safety & Wellbeing

- Act in accordance with all appropriate Health and Safety legislation
- Ensure your working environment is safe through proactive risk assessments.
- Ensure all workwear is appropriate for the task being carried out including, where appropriate, the relevant safety equipment is worn
- Report any hazards or incidents in line with company policy
- Conduct safety briefings with your team

- Act as an ambassador within your project team and monitor safety performance

Person / Role Specification	Essential (E) Desirable (D)
<p><b>Skills and Competencies</b></p> <ul style="list-style-type: none"> <li>• Excellent all-round communication skills with the ability to tailor communication language and style based on the audience. Experienced presenting and engaging at executive and board level. <b>(Essential)</b></li> <li>• Excellent written communication skills over a range of medium including email, specification documents, decision support papers and status reporting <b>(Essential)</b></li> <li>• Able to present to large and small groups and facilitate group discussions. <b>(Essential)</b></li> <li>• Strong relationship building skills across a diverse range of stakeholders. <b>(Essential)</b></li> <li>• Excellent team player, able to collaborate with a diverse group of stakeholders (both internal and 3<sup>rd</sup> party) <b>(Essential)</b></li> <li>• Ability to self-manage, being proactive and disciplined in delivering work commitments to time and quality expectations <b>(Essential)</b></li> <li>• Strong analytical skills with the ability to review and critically evaluate problem statements and documentation <b>(Essential)</b></li> <li>• Requirements gathering and analysis <b>(Essential)</b></li> <li>• Data-fluent; ability to interpret, analyse, evaluate and model data across a range of sources <b>(Essential)</b></li> <li>• Negotiate, influence and resolve conflict. Able to navigate problems and conflict using pragmatism and an approachable manner as well as the ability to influence and negotiate. <b>(Essential)</b></li> <li>• Problem solving to find innovative solutions to complex challenges <b>(Essential)</b></li> <li>• Strong Microsoft Office skills and project collaboration tools (e.g. Jira/Confluence) <b>(Desirable)</b></li> </ul>	
<p><b>Qualifications &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum of 3 years leading or performing a senior role within a PMO capability <b>(Essential)</b></li> <li>• Excellent understanding of all aspects Portfolio, Programme and Project Management <b>(Essential)</b></li> <li>• Experienced working across a complex portfolio of technology and business change initiatives <b>(Essential)</b></li> </ul>	

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <ul style="list-style-type: none"><li>• Strong understanding and experience of agile and waterfall project approaches and methodologies <b>(Essential)</b></li><li>• Experience in defining and implementing governance models fit for agile digital environments <b>(Essential)</b></li><li>• Proven experience in coaching and mentoring individuals and teams to adopt new ways of working <b>(Essential)</b></li><li>• MoP Practitioner, P30 or similar portfolio management qualification <b>(Essential)</b></li><li>• Prince2, PMI or similar project management qualification <b>(Essential)</b></li><li>• Experience developing relationships across the business, at all levels of seniority <b>(Essential)</b></li><li>• Experience of working with third party suppliers and driving/managing their performance <b>(Desirable)</b></li><li>• Experience in using techniques including ITIL, PMI, APM <b>(Essential)</b></li><li>• Experience in the water industry or closely related industries (e.g. Energy/ Telecoms) <b>(Desirable)</b></li><li>• Experience leading and building high performing teams <b>(Essential)</b></li><li>• Experience managing portfolio budgets of circa £20m <b>(Desirable)</b></li><li>• Experienced implementing and driving automation and software tooling to drive effective data driven management of a portfolio <b>(Essential)</b></li></ul> |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|