



JOB DESCRIPTION AND PERSON SPECIFICATION

POST:	Head of PMO
DIVISION/DEPT/UNIT:	Project Management Office
RESPONSIBLE TO:	Director of Estates
GRADE:	PSP8

THE LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health, with 4,000 students and more than 1,300 staff working in over 100 countries. The School is one of the highest-rated research institutions in the UK, and was recently cited as one of the world's top universities for collaborative research.

The School's multidisciplinary expertise includes clinicians, epidemiologists, statisticians, social scientists, molecular biologists and immunologists. We work with our partners worldwide to support the development of teaching and research capacity, and our alumni work in more than 180 countries.

The School is currently embarking on a major capital investment programme of new build, refurbishment and modernisation and requires an experienced; delivery focused Head of PMO to lead a maturing School wide PMO and change function.

The Central Project Management Office (PMO) was formed in summer 2017, with the purpose of providing efficient and effective management of project and programme functions. The post holder is responsible for leading this change and project delivery team that plays a key role in the delivery of the Schools strategy and support the ongoing innovation in response to internal & external change. The post holder will be responsible for defining, managing all programmes, both business led, and operational and delivering assigned capital investment projects.

The Head of PMO will lead and manage PMO staff, reporting directly to the Director of Estates (DOE) in delivering the Schools capital programmes and School wide projects encompassing Estates and IT projects.

The Head of PMO will be responsible for ensuring all projects progress appropriately through planning and procurement and that enabling and main works on-site progress and quality is maintained. The current capital projects will have a high level of building services and therefore a thorough understanding of technical construction issues would be an advantage.

The post holder will interact with the School's project -leaders and other Estates and IT functional areas to build on a maturing standard approach to programme and project management within the School

JOB DESCRIPTION

Job Purpose

The Head of PMO is responsible for managing, personally, via direct reports or matrix management, all agreed Capital projects, School wide projects and business change activities across the School. With the underpinning directive of delivering business improvements and the subsequent realisation of tangible and intangible benefits, this role will be central to delivering operational effectiveness and optimising the support infrastructure for Staff, Students and Researchers at the School.

The role holder's responsibilities includes:

- Authority and responsibility for an area that is of significant importance to the delivery of change projects within the School, including Estates, IT, business change, programme and project management, people management, relationship management, financial and quality aspects.
- Delivering high profile, approved business transformation projects
- Management of the PMO and resources
- Establishing effective governance and controls
- Portfolio prioritisation, risk management and financial controls
- Providing targeted and timely Management Information on all primary activities
- Provide a common framework of good-practice standards, tools, templates and processes for running and governing the portfolio of projects and programmes
- Act as a project/programme manager for a small number of projects, as agreed with DOE
- Collaboration with senior business stakeholders to ensure smooth process and project change delivery and maximum benefits realisation
- Contribution towards the School's Estates and IT plans and subsequent delivery in support of the Director of Estates and in collaboration with the other Senior Managers

The Head of PMO will work with other members of PMO and with stakeholders from across the School, building a collaborative environment to enable the surfacing of areas for improvement. Once identified, the focus will turn to subsequent prioritisation and smooth delivery of appropriate solutions.

The role holder will need to build strong relationships with key stakeholders in an HEI environment, keep up to date with process and project best practice and advise on high level strategic direction, with related roadmaps, plans and details of analysis.

Responsibilities

1. Develop the institution's capability to deliver projects by maturing the PMO service and creating a delivery focal point for project information, progress and expertise
2. Write, with input from senior stakeholders across the School, the approach and business case for process review and project delivery activities ; ensure that the

business case has proper coverage of all appropriate areas of School activities, reasons, options, benefits expected, risks, costs, phases and timescales, investment appraisal and evaluation; ensure that it is agreed by all relevant stakeholders; and ensure that it is regularly reviewed

3. Lead on all PMO change activities and provide strong collaboration on other business change activities where requested, with the purpose of aligning against holistic strategic drivers and seeking a commonality of approach, process and documentation
4. Managing resource utilisation across the programmes and projects. Managing budgets within the business change and project delivery teams, identifying resources available within BAU to take on change and authorising resource allocation in partnership with other resourcing managers.
5. Undertake review of core business processes and interactions across the School on a prioritised basis, delivering procedural optimisation and suitable preparation for subsequent PMO solution delivery and business change readiness
6. Manage the operational running and continuous improvement of a Project Management Office, including best practices and any required resource recruitment and subsequent skills development activities based on business requirements
7. Be a champion for strategic change. Set up and maintain, in collaboration with other senior Service stakeholders processes and documentations of appropriate rigour and flexibility to enable swift and smooth delivery of change projects including due diligence on downstream support and longer term operational running of new / updated services
8. Monitor and report progress against plans through regular reviews and maintain close contact with all senior stakeholders
9. Exercise rigorous change control and guard against scope creep, whilst ensuring means of engagement for future opportunities and appropriate capture are provided
10. Ensure mechanisms for benefits realisation are prepared and accountable business sponsors are enabled to manage and deliver against plans through subsequent business operations
11. Coach stakeholders across the School on core disciplines leading to continuous improvement and a culture of positive change
12. Work closely with Senior Management Team to drive forward the department's value proposition, performance and reputation, the Estates Strategy formation and subsequent delivery and continuous improvement of PMO processes and wider interactions
13. Undertake any other duties as reasonably delegated by the Director of Estates or Chief Operating Officer
14. Manage your own continuous professional development, internal collaborations and external networks, in order to contribute to service quality, research excellence and innovation
15. Demonstrate the School's values through your behaviour at work, including your duties and responsibilities in respect of equality and diversity, health and safety, data protection, and any other legislative requirement.

16. Manage complex risks and issues through to a logical resolution

17. Communication and engagement of stakeholders and expectation management.

PERSON SPECIFICATION

Qualifications

	The successful candidate should:	Essential/ Desirable	Tested by*
1	Hold an undergraduate degree or be able to provide demonstrable practical experience of fulfilling the stated role responsibilities	Essential	A, I
2	Hold recognised project management qualifications or provide examples of significant equivalent practical experience	Essential	A, I

Background & Experience

	The successful candidate should have a background in, or experience of:	Essential/ Desirable	Tested by*
3	Experience of delivering large-scale projects and leading a Project Management team through delivery in a complex environment, ideally within an HE provider, or similar organisation.	Essential	A, I
4	Process review, optimisation and benchmarking	Desirable	A, I
5	Leading a team in a programme and project environment to effect significant business change	Essential	A, I
6	Effective and collaborative change management in line with strategic objectives	Desirable	A, I
7	Demonstrable experience of the implications of construction activity on a large site with diverse activities, and the inter relationships which exist and need to be factored in to the planning process of major projects	Desirable	A, I
8	Senior stakeholder management, ideally within HEI environment	Essential	A, I
9	Developing business cases and providing robust business benefit realisation mechanisms	Essential	A, I
10	Production of high quality, targeted and useful documentation, presentation materials and management information	Essential	A, I
11	Resource planning and management	Desirable	A, I
12	Technical experience in construction, mechanical engineering, electrical engineering and/or construction management role	Desirable	A, I

Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by*
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14	Professional knowledge acquired through work experience and attaining formal qualifications. Knowledge of building technology in respect of construction and maintenance	Essential	A, I
15	Health and Safety Qualification (NEBOSH, IOSH) Health and safety experience	Desirable	A, I
16	Cultural and organisation change principles and processes	Desirable	A, I
17	Business operations within HE	Desirable	A, I

Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable	Tested by*
18	Ability to meet targets and consistently deliver projects on time, manage priorities, deadlines, and time critical situations for multiple projects and clients.	Essential	A, I
20	An ability to identify business requirements and successfully deliver them within the framework of development practices	Desirable	A, I
21	Ability to design, develop and deliver different aspects of work from inception to completion (e.g. relating to strategy and policy, and university-wide/external projects)	Desirable	A, I
22	Well-developed communication skills: verbal, written and in presentations. The ability to sell ideas or benefits and build persuasive arguments based on data, logic and the objective merits of solutions	Essential	A, I
23	The ability to build and sustain effective professional working relationships within PMO and wider business environment	Essential	A, I
24	A strong customer focus – demonstrating a thorough understanding of customer needs, ideally in an HEI environment	Essential	A, I
25	The ability to look continuously for opportunities for improvement and to develop strategies for change to influence and shape the future direction of the business – adapting thinking and behaviour to suit the requirements of different situations	Essential	A, I
26	The ability to articulate ‘the big picture’ and cut through technical complexity	Desirable	A, I
27	Continuous development of personal skills and behaviours appropriate to the LSHTM environment	Desirable	A, I
28	The ability to work across teams and share resources where necessary to deliver	Essential	A, I

* **A = application; I = interview; T = test**

SALARY AND CONDITIONS OF APPOINTMENT

The post is full time and permanent. The salary will be on the Professional Support Pathway Grade 8 scale in the range £54,386 to £62,423 per annum (inclusive of London Weighting). This post attracts the payment of a market supplement of up to a maximum of £10,000 per annum in addition to the grade salary and normal reward package for the post. This supplement will only be awarded to an exceptional stand-out candidate who is able to demonstrate the relevant skills, experience and expertise for the role as determined by the

recruiting panel. The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Director's Days". Membership of the Pension Scheme is available. The post is based in London, Keppel Street.

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with the Immigration, Asylum and Nationality Act 2006, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to bring their passport (and visa if applicable) to interview so that it can be copied and verified.

This role does not meet the minimum requirements set by UK Visas and Immigration to enable sponsorship of migrant workers. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK

Further information about Certificate of Sponsorship and eligibility to work in the UK, can be found at: www.ukba.homeoffice.gov.uk/employers/points