

Job title: PMO Manager L6

Core information

Location: London head office ▾ or Bracknell head office ▾	Lines of business or shared capability area: Will vary by assignment
Reports to: PMO Brand Lead	
People Management: Yes ▾ Assignment Management: Yes ▾	
Partnership Level: Partnership level 6 ▾	Manager's Partnership level: Partnership level 5 ▾
Number of direct reports: 2 to 4	Partnership level(s) of direct reports: Partnership level 7 ▾ Partnership level 8 ▾

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

As a Partner in our business your number one focus is to support projects and programmes to ensure that they are efficiently and effectively managed and thereby deliver the maximum value to the Partnership.

You and your team will provide information, insight and challenge to allow timely and well-informed decision-making - both within your direct remit and into the overall Partnership portfolio.

You will be responsible for making use of the agreed delivery frameworks appropriately in the context of your projects, programmes and the delivery portfolio, as well as playing a driving role in continuously developing your team's ways of working.

You may be asked to people and task manage a team. Each team will be responsible for one or more significant programmes or sub-portfolios.

Primary Outcomes & Accountabilities

- Using agreed frameworks, establish appropriate governance and control processes and standards for your remit and ensure that they are followed

Measures of success [Mechanism]

- Team members are clear on the required outcomes from their work and are empowered to deliver them [Partner feedback]



<p>consistently, supported by the coaching of delivery teams as required.</p> <ul style="list-style-type: none">• Initiate and undertake analysis in order to generate insight on the delivery performance of your remit, including a clear understanding of dependencies, to enable appropriate decisions to be made in relation to the Partnership portfolio.• Escalate and identify potential solutions to key portfolio, programme / sub-portfolio risks and issues for resolution with the appropriate delivery leadership team• Manage the preparation of reports, key updates and synthesise inputs to relevant governance groups.• Within agreed frameworks, implement appropriate financial controls for your remit to allow early identification of potential over/underspend and recommendations for action.• Ensure that the Partnership's PPM tool is managed and maintained such that it provides a single source of accurate, timely data to allow effective management of the delivery portfolio.• Promote a 'best in class' PMO culture; identify opportunities for process and procedural improvement and contribute to regular health checks for the profession.• Build the professionalism and maturity of the specialism by working with the PMO Leads, taking the lead on specific elements of this work.	<ul style="list-style-type: none">• Delivery teams are clear on the frameworks and ways of working within each sub-portfolio [Consistent documentation + Partner feedback]• Decisions are made in a timely and effective way, avoiding nasty surprises [Delivery & Sponsor feedback]• PMO Partners develop their skills and capability, improving their career development opportunities. [Partner Survey + Partner moves / promotions]• The relevant governance bodies have timely and accurate information to inform decisions.• PMO continuously develops its ways of working, maturity and professionalism [Feedback + external benchmarking (if appropriate)]
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Skills & Capabilities - all in relation to portfolio, programme and project management

- Risk & Issue Management
- Schedule / Plan Management
- Financial Management, including Budgeting & Cost Control
- Governance
- Assurance
- Stakeholder Management
- Change Control
- Very strong Communication & Influencing Skills, both written & verbal
- Production of accurate and insightful Reporting
- People and Task Management

Qualifications & Experience (where applicable)**Essential**

- Significant experience of working in a PMO or Portfolio team across complex programme and projects
- Very strong stakeholder management, influencing and communication skills.
- Financial management of project costs & budgets
- Day-to-day management of a small team

Desirable



- PMO, Portfolio, Programme or Project Management qualifications e.g. P3O, AIPMO, MSP, Prince 2 or equivalent
- Experience of using PPM tools (e.g. Planview or Clarity)

Version	Created/updated by	Date
1	Alistair Wood	4 July 2024