

LEVEL 7 PROGRAMME MANAGEMENT OFFICE (PMO) MANAGER

Location: Bracknell or London campus, to be agreed with people manager; with expectation to travel to other locations as the role requires. Expenses will be paid in line with the Partnership expenses policy

Reports to: L6 PMO Manager

John Lewis Partnership overview:

We believe the John Lewis Partnership is a better way of doing business. The Partnership is the UK's largest employee-owned business and home to our two cherished retail brands - John Lewis & Partners and Waitrose & Partners. Everything we do is powered by our unique purpose, which puts the happiness of Partners at our core through worthwhile and satisfying employment. And every one of us is obsessed with inspiring and delighting our customers through outstanding quality products and food and unrivalled service because for us, it's personal. There are five values we look for in a great Partner:

1. DO RIGHT -We act with integrity and use our judgement to do the right thing
2. WE NOT ME -When we work together, anything is possible
3. BE YOURSELF. ALWAYS -We're quirky, proud and at our best when we're free to be ourselves
4. ALL OR NOTHING -We put everything we have into everything we do
5. GIVE MORE THAN YOU TAKE -We all put more in so everyone gets more out

Purpose:

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 are 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 role in continuously developing your team's ways of working.

You are responsible for elements (e.g. a specific sub-portfolio or aspect of the portfolio's delivery performance) of the team's activities with guidance from an L6 PMO Manager as required.

As part of the PMO, you are expected to play an active part in looking for opportunities to improve our ways of working and maturity.

You will have the opportunity to develop and stretch personally and professionally to achieve your potential. You may be the people manager for one or more Partners.

<p>Primary accountabilities and deliverables</p> <ul style="list-style-type: none"> ● As a co-owner, actively share the responsibilities of ownership and support Partners and colleagues to have a voice in our business. ● Invest in your personal and professional development, utilising the opportunities available to you to develop your skills and capabilities. ● Engage with your function, supporting the business lead to continuously develop and improve it. Promoting the practice within the Partnership by continuously and consistently communicating to stakeholders, SMEs and influencers and Partners etc. ● Demonstrate a flexible agile approach to working, joining outcomes as needed and/or supporting colleagues to secure the success of the outcome. ● Using agreed frameworks, establish and maintain appropriate governance and control processes and standards for your remit and ensure that they are followed consistently, supported by the coaching of delivery teams as required. ● Undertake analysis in order to generate insight on the delivery of your remit, including a clear understanding of dependencies, to enable appropriate 	<p>Measures of success:</p> <p>Success in the Partnership is measured by the Integrated Objectives. These lay out our ambitions in Partner, Customer, Profit and Power.</p> <p>On an annual basis medium term objectives will be set & reviewed periodically to enable the Partnership to deliver on these ambitions. You will be accountable for delivering on these objectives and also for determining & realising more detailed Objectives and Key Results (OKRs) in your area to support the achievement of these.</p> <p>Delivery teams are clear on the frameworks and ways of working within each programme / project [consistent documentation + Partner feedback]</p>
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<p>decisions to be made in relation to the Partnership portfolio.</p> <ul style="list-style-type: none"> ● Escalate and identify potential solutions to key portfolio, programme / sub-portfolio or project risks and issues for resolution with the appropriate delivery team. Complete regular reviews of mitigating actions to support risk and issue resolution. ● Manage and support the preparation of reports and key updates 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. 	<p>PMO continuously develops its ways of working, maturity and professionalism [Feedback + external benchmarking (if appropriate)]</p> <p>Decisions are made in a timely and effective way, avoiding nasty surprises [Delivery & Sponsor feedback]</p> <p>The relevant governance bodies have timely and accurate information to inform decisions [Feedback]</p>
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<p>Qualifications & experience:</p>
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- PMO, Portfolio, Programme or Project Management qualification e.g. P3O, AIPMO, MSP, Prince 2 or equivalent
- Previous experience of working in a Portfolio or PMO team
- Experience of using PPM tools (e.g. Planview or Clarity)
- Strong Google / MS Office skills - especially spreadsheets
- Strong communication skills, both written and verbal
- Strong analytical skills

Partnership Level: 7
Manager's Partnership level: 6

Number of direct reports: tbc
Partnership level(s) of direct reports: PL8

Vetting required? (Yes or No)

- No

Version control

Version	Created/updated by	Date
I	AlistairWood	20 September 2019
I.I	Carolyn Ringer	19 Sept. 2019
I.II	Carolyn Ringer	20 Sept. 2019
I.III	AlistairWood	20 Sept. 2019
I.IV	Mark Lewis	25 October 2019
2	AlistairWood	22 April 2021