

JOB DESCRIPTION

JOB TITLE:	Consultancy PMO	
DIVISION:	RFLPSL Business Unit	
SALARY BAND:	Band I	
RESPONSIBLE TO:	Lead Programme Manager	
ACCOUNTABLE TO:	Director of Capital and Director of Transformation Projects	
HOURS PER WEEK:	37.5 hr per week	
MANAGES:	Directly:	1
	Indirectly:	0
<p>JOB SUMMARY:</p> <p>Formed in 2018 RFL Property Services is a 100% wholly owned subsidiary of Royal Free London Group and has embarked on a journey of transformational change in the way estate services are delivered within the NHS and deliver a ground-breaking operating model for services that overcome traditional organisational boundaries and align across the ICS and Provider Alliance for North Central London.</p> <p>The purpose of the role is to advise and support the Programme/Senior Project Managers, and other team members, across the RFLPS consulting business, to take responsibility for the coordination, management, and delivery of the PMO internal business requirements. This will be to ensure objectives are achieved in terms of specific performance, quality, time, and financial management. The post holder will be part of a multi-skilled strategy, capital and estates transformation function which leads on change initiatives, both for RFLPS, RFL Group and external clients.</p> <p>The core function of the role will be to provide PMO support across the business, therefore, the individual will be required to work across departments at different levels of the organisation, internally to RFLPS, and as and when required on external client projects. They will be expected to have a high level of autonomy, self-drive & motivation, and will be able to manage -competing priorities and work effectively across teams to achieve the plan set out.</p> <p>The postholder will strategically as well as operationally support the reporting of projects and internal processes, as required. The post holder will be required to work across a range of fields within the sector and will have a high level of autonomy, self-drive, therefore, must be able to manage multiple priorities as well as providing leadership and direction across the consultancy business.</p> <p>The postholder will work across a complex portfolio of transformation/change initiatives, therefore must possess excellent interpersonal and communication skills and be confident working alongside senior management in both an organisational and client facing environment. They will need to be well-versed and experienced in project management within a large change/transformation programme.</p>		

Line management:

- The Consultancy PMO will line manage staff within the team as delegated by the Lead Programme Manager.
- Line management will include setting objectives, identify training and support to maximise development opportunities.
- Appraisals will be undertaken with the staff reporting to them.

KEY JOB DIMENSIONS:

Professional Requirements,	See detailed job spec below
Budget Responsibility:	£5k - £10m project dependent
Organisational Responsibility:	To support and advise the Transformation/Capital/Property function in line with governing objectives to achieve long term best value for the benefit of patients, staff and clinical service

Date of the JD review: March 2024

PRINCIPAL RESPONSIBILITIES

1. Project Management

- 1.1. Project management of required projects including scoping, the identification of milestones, communications strategies, risks and mitigation plans. For the purpose of supporting/leading on assurance plans and ensuring business reporting is tracked, challenged and manage effectively.
- 1.2. Have in-depth understanding of project management, for the purposes of providing direct PMO support across the business portfolio.
- 1.3. Ensure systems and processes are in place with stakeholders to implement change initiatives, facilitating collaborative working across the sector and supporting the achievement of strategic objectives.

- 1.4. Liaise with colleagues to identify, design, deliver and track improvements for the purposes of supporting internal business reporting and operational aspects across the consultancy.
- 1.5. Use tested and credible tools and techniques, including lean processes, to evaluate and analyse highly complex and contentious issues, which adversely affect current organisational performance. Assist with problem-solving to find and understand root causes of underperformance.
- 1.6. Adapt existing or design new strategies, to enable the creation of distinctive internal process to support PMO within the business.
- 1.7. Transfer improvement skills via other forms of development such as mentoring, peer-coaching and team development sessions.
- 1.8. Collaboratively work with project leads to determine key performance indicators to enable easy tracking of deliverables by stakeholder groups.
- 1.9. Design, facilitate and lead project management meetings and regular meetings with other stakeholders.
- 1.10. Support with the development and implementation of a comprehensive set of programme/project management procedures/documentation and rolling these out across the team and the organisation.
- 1.11. Provide support to the consultancy team by setting up and configuring reports and dashboards to support internal requirements, as and when required to.
- 1.12. Responsible for managing commission assurance and the agreed processes for consultancy, aligning with internal guidance framework documents.
- 1.13. Utilise commission assurance dashboards to track and monitor progress to ensure the relevant checklist has been followed.
- 1.14. Prepare and present business updates and progress reviews as required, identifying in particular, programme and budget variations and significant risks/issues and opportunities to the Senior team.
- 1.15. Responsible for the overall management of the business and project reporting system for the consultancy, including but not limited to facilitating the weekly new business development meetings, maintaining and updating the

business opportunities tracker in line with the agreed process and supporting the individual commission lead to ensure their area is updated.

- 1.16. Provide support for the monthly AMG finance meeting and other similar meetings as and when required.
- 1.17. Lead on presentation, to include preparing for the of business review deck meetings, develop and maintain templates and documents library for the consultancy.
- 1.18. Support the RFLPS group in obtaining ISO accreditation which includes working closely with the accreditation body to understand the key requirement to work towards accreditation and to maintain the ISO status once awarded.
- 1.19. Leads on business reporting assurance cycle and audits.

2. RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

- 2.1 Use financial acumen to understand profitability across Consulting portfolios, ensuring anomalies are raised and routes to resolution are established.
- 2.2 Responsible for implementing and tracking financial KPIs across commissions and reporting on performance.
- 2.3 Responsible for collecting and presenting financial information for the purposes of internal finance reporting in the format of various dashboards.
- 2.4 Budget responsibility of purchasing supplies.
- 2.5 Monitor or contribute to the drawing up of service budgets.
- 2.6 Responsible for maintaining the finance cost tracker ensuring consultancy costs are captured and recorded by the relevant project leads.
- 2.7 Responsible for liaising with the finance team to ensure that they have all of the data required to track consultancy cost and income. This will include but not limited to managing sign off on financial reporting from relevant leads, monitoring income against the finance plan, coordinating and capturing all data such as invoices and purchase.

3. RESPONSIBILITY FOR LEADING AND MANAGING

- 3.1 Support Programme/Senior Project Managers in the understanding and the tracking of complex interdependencies and delays between different parts of the service across the sector, be able to explain the information and help solve problems and overcome blockers/obstacles to project delivery.
- 3.2 Collaboratively determine key performance indicators to enable easy tracking of deliverables to the business; and when required to do so towards stakeholders.
- 3.3 Responsible for mediating and advising in areas where there are differences of opinion. This will require highly persuasive and negotiating skills for ensuring buy in from internal stakeholders, such as the executive board.
- 3.4 Support with the production of documentations which are appropriate for the targeted audiences, including status reports, information/data/reports as required for management/clients at Divisional and Executive level, bids for funding and explanations of technical and complex issues, and make recommendations and present findings at different levels throughout the organisation.
- 3.5 Produce materials to lead and influence existing opinions in order to launch and sustain change initiatives which will include influencing how resources e.g. budgets, staff, are allocated across the organisation and recommending areas for investment / savings in line with strategy.
- 3.6 Actively participate in project management meetings and regularly meet with other stakeholders.
- 3.7 Support in developing systematic and automated reporting for RFLPS Board and customers.

4 INFORMATION MANAGEMENT – ANALYSIS AND REPORTING

- 4.1 Develop and manage the implementation of highly complex information systems and analytical tools to meet the specifications and requirements of the Senior Team.
- 4.2 Manage the provision of all project and programme related information, including providing accurate and timely reports, and updated programme plans, as required across the consultancy division to ensure continued evaluation of programme outcomes and anticipated benefits.
- 4.3 Lead the development of improved reporting solutions for RFLPS, its customers and the Board.
- 4.4 Analyse, investigate and assess the information produced and reporting accordingly.
- 4.5 Ensure the Programme Management Office provides a 'one stop shop' for all programme and project related information.

4.6 Responsible for ensuring that the tested and credible tools and techniques are used to evaluate and analyse highly complex and contentious issues, which adversely affect current performance in relevant areas of processes.

4.7 Analyse performance and reporting progress across the consultancy on a regular basis, and in the format required by the Senior Team

5 QUALITY ASSURANCE

5.1 Establish, implement and manage a quality assurance process to ensure compliance with agreed project management processes and established corporate procedures and good practice.

5.2 Provide guidance and support to the respective Directors, Programme and Project Managers in relation to delivery standards and performance.

5.3 Manage the setting of and the implementation of new standards and processes.

6. RESPONSIBILITY FOR INFORMATION RESOURCES.

6.1 Work with other project teams to share information and learning best practice.

6.2 Manage and assess a complex range of data and make informed recommendations which are focussed on outcomes that meet external and internal customers and patients' needs.

6.3 Design innovative and workable approaches to information gathering and data collection systems. This will include information gathering where data is difficult to get and interpret.

6.4 Use data-driven presentations to challenge existing work practices and beliefs for varying audiences.

6.5 Document projects to support Programme Managers in presenting the benefit of improvement programmes e.g. cost benefit analysis, return on investment analysis and return on expectation analysis.

7. Research & Development

7.1 Undertake complex audits and surveys related to programmes as required. As part of the continuous professional development, research and share within the team the best industry practices and examples.

7.2 Attend professional events in relation to project management, data analysis and reporting, develop and share insights.

7.3 Research and contribute to a broader knowledge of interrelated disciplines such as data- enabled healthcare planning, data management, IT equipment and infrastructure.

8.Policy/Service Development

8.1 Support the development of local policies, SOPs and processes for the across the business portfolio.