

## **Job Description**

**Post Title:** Programme Centre of Excellence Specialist

**Directorate:** Finance and Business Hub (Programme Assurance & Appraisal Team)

**Reports to:** Programme Centre of Excellence Manager

**Direct Reports:** 0

**Key Relationships:** Internal and External stakeholders

### **Role Purpose**

The purpose of the Programme Centre of Excellence Specialist role is to play a proactive role in the promotion of the Programme Assurance and Appraisal standards, processes, and timelines to internal and external stakeholders.

The role of the Programme Centre of Excellence Specialist covers a diverse range of activities to support the delivery and governance of the Programme Assurance and Appraisal Teams objectives. The Centre of Excellence Specialist enables the smooth running of the Centre of Excellence by supporting the operation of processes, and the co-ordination of governance and assurance activities on their behalf. The Post holder will provide ongoing consultancy of WMCA standards to the organisation and Project/Programme Management Community on best practice both internally and to WMCA external partners.

The Programme Centre of Excellence Specialist will engage with stakeholders and be able to challenge whilst validating and questioning data to create meaningful clear output that can be used to drive conversation and make decisions at a senior level.

### **Responsibilities**

- Develop strong and supportive working relationships with WMCA Directorates and stakeholders to deliver agreed outcomes
- Lead the work to identify and document the programme stakeholders (internal and external), their interests and the potential impact on the programme recording the information on Stakeholder profiles
- Provide a focal point to promote the use and benefits of the WMCA Single Assurance Framework (SAF), giving a consistent and common approach.
- Provide advice and assistance to the Programme Assurance and Appraisal team and Stakeholders and providing a fast-track programme/project support service through collaborative working facilitated workshops and tailoring of standard approaches and templates
- Coordinate stakeholder engagement and communication, ensuring effective timing and interdependency management of communications
- Ensure stakeholders are informed of high-level timelines for submission of documentation and promote key messages from the Programme Assurance and Appraisal Team, and Finance and Business Hub
- Ensuring two-way communication exists by actively encouraging stakeholders to provide feedback and ensuring they are informed about the use of their feedback to influence their programme or project
- Collaborate with WMCA Directorates to develop and maintain project portfolio pipelines ensuring synchronisation with the WMCA Activity Register & Forward plan

- Maintaining the WMCA Activity Registers, ensuring that single source of data for all WMCA Project Portfolios is maintained and is accurate to support scheduling of business case reviews, change request reviews and for planning purposes.
- Develop processes to fulfil the internal reporting needs of the Programme Assurance and Appraisal team and ensuring that reporting deadlines are achieved.
- Ensure the reporting process is robust, exception based and flexible enough to meet the changing needs of the programme or project
- Build and maintain a library of resources e.g., SAF reference material, Document CMDB etc. and a repository of good examples of programme and project documentation, e.g., PID, Business Cases et
- Ensure key information assets are under Configuration Management and change control, sharing information within the project, programme or portfolio as required
- Create and operate libraries or other storage areas to store products and keep reference materials (such as induction packs) up to date
- Develop and manage document control procedures to cover baseline management, controlled issue of master documents, version control, document history and distribution lists
- Create an identification scheme for all products and assist in the identification of products - naming and filing conventions
- Ensure supplier configuration items (documentation and assets) are under control by providing a single point of entry and exit to the programme for such items (working with Commercial staff, as appropriate)
- Review completed programmes and projects to distil good practice and note any factors that unnecessarily adversely affect the duration or outcome of a programme/project, so that they can be avoided in future
- Keep abreast of and evaluate the effectiveness of new programme and project management tools and techniques that support the development and change management approach
- Design and support governance/reporting for programmes or projects
- Lead in the development and maintenance of all Assurance & Appraisal team standards, procedures and systems such as SharePoint, Intranet, Document
- Management and any external portals to support accessibility of SAF information and data by internal and external SAF stakeholders
- Provide mentoring to the Programme Centre of Excellence Officer

## Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			<b>Assessment Method</b>		
<b>Experience</b>	E	D	App*	Int**	Other* **
Demonstrable experience of working within a Centre of Excellence / PMO / Project Management role	X		X		
Prior experience in the development of standards, expertise, and implementation of best practice (e.g., process documents, process flow diagrams, document management)	X		X		
A background or experience in portfolio management, project delivery or a change environment in either the public or private sector	X		X		
Previous experience of working in partnership with multiple stakeholders	X		X		
<b>Skills/Knowledge/Abilities</b>	E	D	App*	Int**	Other* **
Knowledge of project management tools and methodologies; extensive experience with using relevant project management systems	X		X		
Ability to plan and co-ordinate multiple activities simultaneously, managing time and resource accordingly	X			X	
Ability to efficiently collect, process, analyse and disseminate data in an appropriate manner for the intended audience	X			X	
IT literate with good experience of the Microsoft Office Suite of applications including SharePoint, Visio, Word, Excel, PowerPoint, and collaboration tools such as MS Teams	X			X	
Strong interpersonal skills, and the ability to build effective relationships with colleagues at every level within an organisation	X		X		
A committed self-starter with experience of working in a fast-paced environment, with strong analytical skills and the ability to prioritise and organise effectively	X			X	
Able to respond quickly and flexibly to a wide range of demands and demonstrate excellent interpersonal and communication skills.	X			X	
Knowledge of HM Treasury Green Book / Five Business Case Model		X	X	X	
<b>Qualifications/ Professional Memberships</b>	E	D	App*	Int**	Other* **
Educated to degree level in appropriate subject	X		X		
Formal PMO / Project Management qualification e.g., Prince 2, P30, Agile	X		X		

\* Application

\*\* Interview

\*\*\* Details will be shared at interview stage

## Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

## Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

## Equality and Diversity

To promote and champion equality and diversity in all aspects of the role.

## Learning and Development

To participate in and take responsibility of any learning and development required to carry out this role effectively.

## Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

## GDPR (General Data Protection Regulation)

To ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

## Other

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis.