

## Job Description

<b>Job Title:</b>	Programme Centre of Excellence Specialist
<b>Directorate/Team:</b>	Finance & Business Hub (Programme Assurance and Appraisal Team)
<b>Location:</b>	16 Summer Lane or other site/location
<b>Responsible to:</b>	Programme Centre of Excellence Manager
<b>Responsible for:</b>	NA
<b>Key working relationships:</b> (internal)	Internal Stakeholders
<b>Key working relationships:</b> (external)	External Stakeholders

## Purpose of the Post

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 PA&A 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 Programme Centre of Excellence Specialist 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 talk to stakeholders and will not be afraid 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. You will play an integral role in the team, often managing multiple tasks simultaneously and ensuring operations runs smoothly. It is a very busy team with a large stakeholder base across multiple internal teams and externally. Working as the Programme Centre of Excellence Specialist brings new tasks and challenges, and you need to be adaptable to change to support improvements in our processes. You will be responsible for the coordination and delivery of your own work, working closely alongside other PA&A colleagues.

## Accountabilities

- Promote Programme Assurance and Appraisal (PA&A) standards, processes and timelines to internal and external stakeholders, supporting consistent application across all programmes.
- Support the effective operation of the Programme Centre of Excellence, ensuring processes, tools and frameworks run smoothly and are adhered to.
- Coordinate governance and assurance activity on behalf of the PA&A team, including preparation of documentation, tracking submissions, and ensuring key milestones and decision points are met.
- Provide consultancy and guidance to WMCA colleagues and external partners on PA&A standards, project and programme best practice, and compliance requirements.
- Engage with and influence stakeholders at all levels, confidently challenging and validating information to ensure accuracy, clarity and robust decision making.
- Analyse information and produce clear, meaningful outputs, including reports, summaries and insights that support senior leaders in programme decision-making.

- Drive continuous improvement, identifying enhancements to processes, tools and governance approaches within the Centre of Excellence and supporting their implementation.

## Responsibilities

### Strategic

### People

- Provide mentoring to the Programme Centre of Excellence Officer
- Develop strong and supportive working relationships with WMCA Directorates and stakeholders to deliver agreed outcomes.
- Coordinate stakeholder engagement and communication
- Lead the work to identify and document programme stakeholders, their interests and potential impact.
- Ensure stakeholders are informed of key timelines for submission of documentation, including business cases and financial gateway stages.
- Collaborate with WMCA Directorates to develop and maintain project portfolio pipelines aligned with the Activity Register & Forward Plan (used to plan business case and funding decision schedules).
- Ensure supplier configuration items are under control, working with Commercial teams.

### Operational

- Provide advice and assistance to the Programme Assurance and Appraisal team and stakeholders, including fast-track programme/project support.
- Ensure two-way communication with stakeholders and relay feedback.
- Develop processes to fulfil internal reporting needs of the PA&A team.
- Build and maintain a library of resources (SAF materials, CMDB, good examples).
- Ensure key information assets are under configuration management and change control.
- Operate libraries and storage areas for products and reference materials.
- Develop and manage document control procedures (versioning, distribution, controlled issue).
- Create identification schemes for products (naming and filing conventions)
- Lead development and maintenance of PA&A team systems including SharePoint, intranet and document management.
- Provide a focal point to promote the use and benefits of the WMCA Single Assurance Framework (SAF), which underpins funding approvals and financial compliance.
- Maintaining the WMCA Activity Registers to support scheduling of business case reviews and change request reviews (both financial decision points).
- Review completed programmes and projects to distil good practice and lessons learned.
- Keep abreast of new programme and project management tools and techniques.
- Design and support governance/reporting for programmes or projects.

### Financial

Ensure the reporting process supports exception-based reporting and financial decision-making where required.

### Other

- Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
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		
Skills / Knowledge	E	D	A*	I*	T*
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	
Previous experience of working in partnership with multiple stakeholders.	X		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				
Strong interpersonal skills, and the ability to build effective relationships with colleagues at every level within an organization.	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, it will be essential to demonstrate excellent interpersonal and communication skills.	X			X	
Knowledge of HM Treasury Green Book / Five Business Case Model		X	X	X	
Qualification / Education / Training	E	D	A*	I*	T*
Educated to degree level in appropriate subject	X		X		
Possess a recognised formal PMO / Project Management qualification e.g. Prince 2, P30, Agile. and a minimum of 2 years relevant experience of working in a project or PMO environment.	X		X		

\*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
<b>Health, Safety &amp; Wellbeing</b>	All employees have a duty to take reasonable care for the health, safety, and wellbeing 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, safety, and wellbeing.
<b>Equality &amp; Diversity</b>	Promote and champion equality and diversity in all aspects of the role.
<b>Learning &amp; Development</b>	Participate in and take responsibility of any learning and development required to carry out this role effectively.
<b>Performance Management</b>	Actively engage in the performance management process and take responsibility for managing performance outcomes.
<b>GDPR</b>	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.
<b>Adherence to Policies</b>	Be aware of and comply with all organisation policies.
<b>Other</b>	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

### Values

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

### Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

### Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family