Job Description – PMO Officer

About the role
The main role of this post is to work closely with the Programme team providing support for to the Programme Management Office (PMO) for Core Systems Replacement (CSR).

Key responsibilities
1. Responsible for organising and servicing meetings; collating papers and writing formal minutes or informal notes as required; supporting workshops and consolidate outputs.
2. Contribute to the development, management and maintenance of project processes and documentation including project plans/briefs, progress reports, Risk, Assumption, Issues and Dependencies (RAID) logs, stakeholder engagement planning and communication activities.
3. Responsible for running regular reporting processes and reports on progress, highlighting any issues and risks that may impact on delivery.
4. Works closely with the Workstream Leads and Project Managers to provide regular updates to help facilitate the delivery of the projects within the programme.
5. Manage and maintain information on project SharePoint sites and network folders, providing a collaboration area for cross-functional teams; Using MS Office and other relevant software applications (e.g. Excel, Word, Visio, MS Project) to develop and maintain project documentation.
6. Ensure that projects progress according to agreed milestones and OU methodology, including delivery of project outputs, lessons learned and follow-on activities. Highlight problems or delays to the PMO Manager, Programme Manager and/or Project Managers.
7. Provide administrative support, including ad hoc initiatives; acting as a point of contact for staff needing information in relation to the Programme.
All staff are expected:
• To be flexible and adaptable to meet the changing demands of the University.
• To undertake any other duties which may reasonably be required
• To take reasonable care of the Health and Safety of themselves and that of any other person who may be affected by your acts or omissions at work.
• To demonstrate a strong commitment to the principles and practice of equality and diversity.

Experience
• Minimum standard of education – at least 4 GCSE grade C or equivalent, including English and Maths
• Experience of planning a task to a defined timescale
• Ability to help others cope successfully with change
• Experience of working as a member of a multidisciplinary team
• Evidence of independent working
• Evidence of a customer-focused approach to work and appropriate engagement
• Experience of organizing and facilitating events and meetings, including documentation.

Skills & Qualities
• Strong planning and organisational skills
• Excellent interpersonal skills demonstrating discretion, confidentiality and the ability to liaise effectively with a wide range of stakeholders
• Ability to communicate effectively orally and in writing in both formal and informal situations, with people across a range of areas and levels
• Excellent IT skills including use of Microsoft Office, MS Project or equivalent software.

Desirable
• Holder of European Computer Driving Licence (ECDL) qualification
• Project management qualification, such as PRINCE 2 or APM
• Experience of working within a project and/or programme environment
• Awareness of the general Higher Education sector
• Experience of evaluating activities using quantitative and qualitative data.