



## Job description

**Title:** Portfolio Management Office (PMO) Officer

**Reports to:** PMO Lead

**Location:** Birmingham, Canary Wharf, Cardiff, Croydon, Sale, Wakefield

**Grade:** 11

**Salary:** £36,150 plus London Weighting £4,731 if applicable

**Contract:** Permanent

## Purpose

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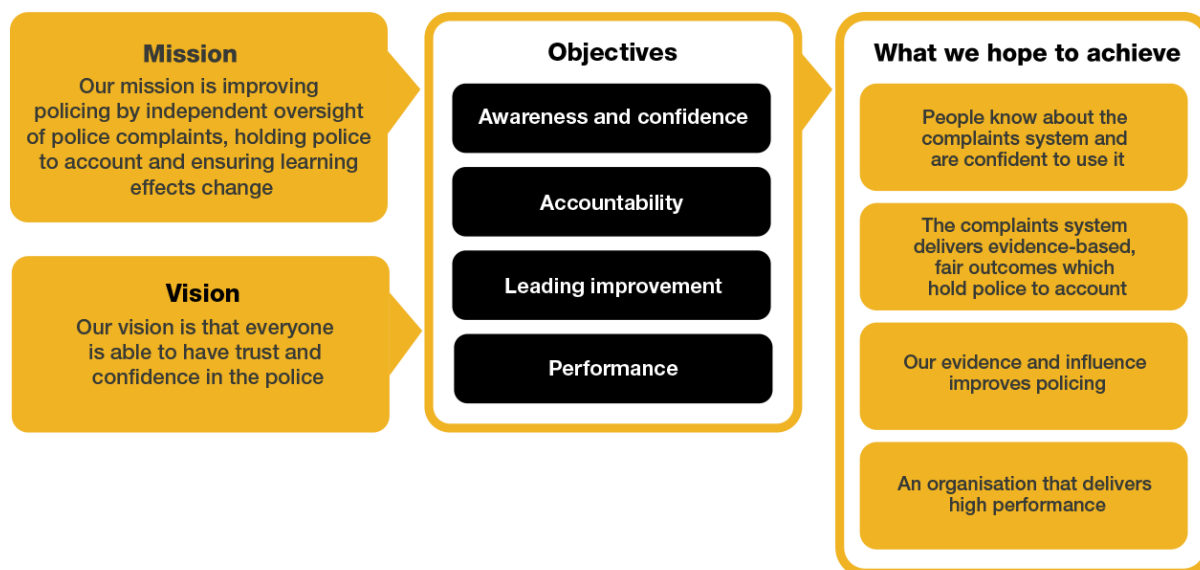
As a Portfolio Management Office (PMO) Officer, you will be welcomed into a dynamic and inclusive PMO Team who have the responsibility of ensuring best project management practices and standards are met, and that maximum benefits and value are delivered by our programmes and projects so that the IOPC's strategic objectives are achieved. The IOPC is on a journey to develop its culture, perspectives and ethos to support the organisation's core outcomes and this is your opportunity to enter into the varied world of IOPC Business Development, allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

The Business Development function is part of the Directorate of Strategy and Impact. It operates nationally and is responsible for developing the IOPC's corporate strategy as well as helping the business to deliver that strategy. The Business Development function helps to ensure the integrity of the strategy is maintained through the delivery of projects and programmes and ensures that effective governance is in place to provide assurance to the Director General and the IOPC's Unitary Board.

The PMO Officer will be crucial to the successful delivery of the IOPC's Strategy. The purpose of the PMO officer is to support/ ensure programme and projects achieve benefits and value. They will do this through co-ordinating, planning, controlling reporting and analysing this activity to support decision makers to ensuring our strategic objectives are achieved. The PMO Officer will help provide insight, information and support which strengthens project governance and enables prioritisation decisions and effective allocation of resources. The PMO Officer will

help ensure that programmes and projects are being implemented in the right way so that they are more likely to realise their anticipated benefits. The post holder will provide PMO administration and support Project Managers in the delivery of their project throughout the Project Management Framework.

# Organisational Context



We work in the context of our agreed values which inform the way we do things at the IOPC. The Project Management Office Officer will need to be committed to managing in the context of these values.



## Seeking truth

We feel privileged to be the custodians of the police complaints system. We value the trust of the public and police and commit to being just and fair in uncovering the truth. We recognise that a just outcome relies on being unbiased and transparent in getting to the truth of what happened.



## Being inclusive

We have an inclusive culture. We are fair and impartial in our treatment of all individuals. We work across boundaries, both internal and external, collaborating and building strong relationships.



## Empowering people

We believe everyone should be a leader and play a part in shaping the direction of the organisation. We provide a supportive and challenging environment where people can thrive and reach their potential. We trust our people to do the right things. We encourage calculated risk taking and evidence-based decision making. Where genuine mistakes are made, we will support people and identify opportunities for learning and improvement. We ensure that people can make complaints without experiencing unfair treatment.



## Being tenacious

Our work requires us to be bold, resilient and committed to making a difference to the public. We take our duties as public servants to heart and our dedication is reflected in our work. We meet the challenges with perseverance to attain individual and organisational goals.



## Making a difference

The value of our work is not defined solely by volume, but by the impact our work has on policing and public confidence. We define quality by how well our work meets the service user needs. We will focus our efforts on areas that will make a difference to our communities.

The IOPC is committed to **promoting equality and valuing diversity** in everything we do. Our vision is to be, and to be seen as, a leader in inclusive employment and services, demonstrating this ethos in everything that we do.

- As a silver standard Stonewall employer, we continue to commit ourselves to being a LGBTQ+ employer through the work of our Pride LGBTQ+ Staff Network, creating welcoming environments for lesbian, gay, bi and queer people.
- We are pleased to share we are a signatory of the Business in the Community Race at Work Charter. The Charter is composed of five **calls to action** for leaders and organisations across all sectors.
- Being a Disability Confident employer, the IOPC is dedicated to removing the barrier for disabled people to thrive in the workplace.
- Our Staff Networks are constantly working to make the IOPC the leaders of inclusive employment, from our Allyship Programme to **Welsh Language Standards** and Know the Line Policy, we are constantly seeking new ways to create an environment for all to develop and thrive.



## Main duties and responsibilities

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- Working with and supporting colleagues from across the organisation to deliver the IOPC's Strategy and reporting on programmes and project performance by analysing critical issues and making recommendations so that effective management decisions can be made.
- Work with the business areas to identify, categorise and initiate appropriate governance methods and processes for new projects.
- Monitor the delivery of the portfolio & programme-level risk and issue registers and activities against plans, challenging progress as appropriate, and reporting on the impact on strategic objectives.
- Providing professional guidance about project management to colleagues across the organisation, including project managers and senior responsible owners (SROs).
- Supporting assurance reviews of programmes/projects as appropriate and helping to oversee implementation of recommendations stemming from these reviews.
- Ensure the agreed project management methods, standards and processes are being followed throughout the project lifecycle.
- Producing regular analysis and reporting on the progress of projects and programmes.

- Provide support to the Transformation Programme by co-ordinating project activities and events, such as capturing minutes, actions & decisions, and overseeing that recommendations from audits and other reviews are completed.
- Manage professional relationships and engage with a wide range of stakeholders both internal and external.

## Person specification

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### Essential Experience

- Providing advice and guidance to Project Managers in the management of projects and /or programmes.
- Project management approaches, particularly the ability to tailor an approach to ensure it is proportionate and appropriate to the task.
- Monitoring progress on key deliverables, identifying and managing risks to delivery and understanding impact on strategic objectives.
- Finding innovative ways of solving or pre-empting problems and facilitating delivery.
- Working in environments with multiple priorities and uncertainty.
- Building and maintaining effective working relationships with a wide range of stakeholders, using persuasion, negotiation and influencing skills.
- Proactively identifying relevant sources of information and interpreting a variety of information to draw out key issues.
- Analysing complex issues and clearly communicating them verbally and in writing.
- Experience of working in a PMO environment.
- Excellent administration and co-ordination skills.

### Desirable

- Experience of project planning tools (e.g., MS Project, Visio, Power BI)
- PMO related qualification(s).

### Technical

PRINCE 2 qualification or a working knowledge of PRINCE 2.

## Positive Action

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At the IOPC, we are committed to building a workforce which reflects the diversity of the communities in which we serve. A more inclusive workforce enables us to be a more effective and efficient organisation, better understand and respond to the needs of our communities.

Positive action as detailed in the Equality Act 2010, allows us to use measures designed to help improve equality in the workplace, and create a level playing field for all, whilst still employing everyone based on merit. Our workforce profile data shows that people who identify as black, Asian and minority ethnic are under-represented at the IOPC.

For this role – should we have a situation where multiple candidates have achieved the highest score and one identifies as black, Asian or minority ethnic, by using positive action, we can select that candidate for the role, therefore improving this area of under-representation at the IOPC. We will only use positive action in this way where the highest scoring candidates have all scored equally, at the final assessment stage, and above our required threshold.

## Emotional Consideration

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In performing this role, you may have occasional exposure to distressing material which will likely be impactful, traumatic and challenging. Given the nature of the work, it is also possible that you will have contact with individuals who are experiencing extreme distress. The IOPC recognises this and offers all staff a range of wellbeing provisions, including TRiM (Trauma Risk Management) peer-to-peer support, a dedicated Wellbeing Advisor, and access to free confidential counselling. All staff are strongly encouraged to proactively access and engage with the support available. If you would like to speak about this element of the role with somebody already doing similar work at the IOPC, please contact [campaigns@policeconduct.gov.uk](mailto:campaigns@policeconduct.gov.uk) and this can be arranged.

## Reasonable adjustments

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used. We are open to providing you with the tools you need to succeed, from extra time to formatting changes, to name a mere few. If you require any reasonable adjustments to our recruitment process, please email [campaigns@policeconduct.gov.uk](mailto:campaigns@policeconduct.gov.uk)

## Working conditions

Making the IOPC a great place to work is one of our key priorities. We are pleased to offer a unique hybrid working model based on business needs, balanced with the needs of our colleagues. Our business need framework guides our decisions about when it is best to work onsite (in our offices or other appropriate locations) to complete tasks most effectively or when to work remotely, offering colleagues flexibility to work where they feel most productive and supporting work-life balance. The model also encourages staff to feel welcome at the IOPC by ensuring we have opportunities to work face-to-face as teams.

Here at the IOPC, maintaining a culture that is accessible and inclusive of gender identity, sexuality, age, disability, race, sex, belief and caring responsibilities is deeply important to us. We believe that a rich, diverse workforce enables us a better understanding of each others needs, and produces more meaningful and trusting relationships, which in turn create more inclusive spaces where we all feel that we can contribute and belong. We value our diversity, as we believe that our diversity is our strength. It allows us to identify with our communities through shared lived experiences producing better understanding and higher quality results in our work.

## What we offer

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- 27.5 days paid annual leave (increasing with service to 32.5 days)
- Options to carry over, buy or sell annual leave
- Civil Service pension
- PAM employee assistance programme
- Access to Civil Service Sports Council (CSSC) membership
- Cycle to work scheme
- Opportunity to enjoy the latest home and electronics in a more affordable way provided by Vivup
- Car Leasing Scheme
- Staff networks focused on each of the protected characteristics – run for staff, by staff:
  - Age Network
  - Enable Network
  - Welsh Network
  - Pride and LGBTQI+ Network
  - Sex and Family Network
  - Race, Religion and Belief Network
- Learning and development tailored to your role
- An environment with flexible working options
- A culture encouraging inclusion and diversity behaviours

## Preparation checklist

- Review the full job description
- Review the behaviours and the descriptors for each behaviour
- Review the Strengths dictionary
- Review the IOPC values
- Consider your Strengths (if applicable)
- Consider drafting example answers that cover the specific elements
- Prepare some questions to ask the interviewers