**WORKDRY INTERNATIONAL**

**POSITION DESCRIPTION: PMO Manager**

**LOCATION:** Head Office, Chandlers Ford - some national and international travel

**POSITION PURPOSE:** The PMO Manager plays a critical role in supporting the Transformation Management Office (TMO) by delivering overarching support across multiple projects within the portfolio and collaborating with the Group Programme Director, Project Managers, Leads and Sponsors with overall portfolio delivery. This role provides a unique opportunity to gain comprehensive experience in project management and strategic transformation delivery.

The role involves coordinating project activities, maintaining project documentation, and ensuring that all projects are mobilised and executed to our standardised processes. This role will be responsible for overall portfolio monitoring and supporting the delivery of some of the smaller projects within the portfolio.  The portfolio of projects includes the delivery of key strategic outcomes across our digital, commercial and operational objectives.

**RESPONSIBLE TO:** Group Programme Director

**REGULAR CONTACTS: External** New and existing customers

Suppliers and vendors

Auditors

Consultants

Regulatory Bodies

**Internal** Business Leaders

Senior Management Team

Project Teams, Managers and Leads

IT Department

Finance Department

HR Department

Compliance and Quality Teams

Marketing

Property

Technical Development

Procurement and Supply Chain

**MAIN RESPONSIBILITIES:**

**PMO Management**

* Support the PMO in maintaining project governance and standards. Assist in the development and implementation of PMO processes and templates.
* Collaborate with the Project Managers and Project Leads to support the Group Programme Director with overall portfolio management. Assist in the prioritisation and alignment of projects with strategic objectives.
* Monitor project progress and provide regular updates to the PMO and project stakeholders.
* Conduct project health checks and ensure compliance with PMO guidelines.
* Ensure project standards and methodologies are implemented and followed.
* Conduct post-project evaluation and identify successful and unsuccessful project elements.
* Monitor and track portfolio risks and issues, ensuring timely resolution. Escalate critical risks and issues to the PMO and Steering Group.
* Support in driving TMO process and governance adoption and shaping work that continually improves tools and templates used by the TMO Team.

**Project Coordination and Support:**

* Assist in the mobilisation, monitoring, and closing of projects to enable the transformation portfolio to achieve its objectives.
* Coordinate project activities, resources, and information across the portfolio with Project Leads and Project Sponsors
* Ensure that all projects are delivered on time, within scope, and within budget.
* Maintain comprehensive project documentation, plans, and reports.
* Communicate effectively with project stakeholders, including team members, clients, and senior management.
* Facilitate meetings and workshops to gather project concepts and ideas and support the mobilisation of those where they are approved for initiation.
* Troubleshoot and provide additional support to projects for a short period when the risk profile indicates this action would be of benefit.
* Accountable for being a central point of contact and escalation for all portfolio level risks, issues and dependencies arising from TMO projects.

**QUALIFICATIONS & EXPERIENCE:**

**Essential:**

* Demonstrable experience in project management, PMO, or PMO Analyst roles.
* Strong strategic thinking, decision-making, and problem-solving skills
* Excellent leadership and team management skills, and experience working in a matrix environment.
* Excellent communication and interpersonal skills, with the ability to guide and motivate diverse teams, as well as influence and engage stakeholders at all levels of the business.
* Attention to detail and accuracy.
* Problem-solving and critical thinking skills.
* Ability to manage multiple priorities and meet deadlines.
* Strong analytical and reporting skills.
* A self-starter who is proactive, self-motivated and enjoys shaping complex problems into structured actions to drive results.
* Strong understanding of project management methodologies (e.g., Agile, Waterfall). Proficiency in project management tools and software (e.g. Monday.com, MS Project and other MS collaboration tools).
* Excellent communication and interpersonal skills. Strong organizational and multitasking abilities.
* PMP, PRINCE2 and Agile PM certification (desirable but not essential)
* Proven track record in delivering value as part of a project management function.
* Ability and willingness to travel nationally and internationally for company sites when needed.