

# ROLE PROFILE

Role Profile			
<b>Job Title</b>	Chief Projects Officer		
<b>Section</b>	Project Management Office	<b>Department</b>	Project Management Office
<b>Reports to (Job Title)</b>	CEO		
<b>Location</b>	Delt Office - Building 2 with travel to customer sites		

<b>Job Purpose</b>	<p>This role is key in ensuring that a large and complex portfolio of projects are delivered in a way that both meets the expectations of the commissioning customer and embodies the values and objectives of Delt, identifying and seizing opportunities to intelligently programme work, to develop shared services for the benefit of both Delt existing customers and potential customers in the wider community.</p> <p>An excellent primer on the role of a CPO can be found here:  <a href="https://www.pmi.org/learning/library/importance-role-chief-projects-officer-9308">https://www.pmi.org/learning/library/importance-role-chief-projects-officer-9308</a></p>
<b>Key Competencies and Output</b>	<p>Manages the delivery of a portfolio of projects, from pipeline through to closure, spanning multiple customer organisations and service areas.</p> <p>Acts as a member of the Delt leadership team with full participation in our strategic and budgetary planning processes.</p> <p>Identifies and delivers additional commercial opportunities in line with the Delt objectives.</p> <p>Works with the client's portfolio management functions, managing product phase-in-phase-out plans, proactively anticipating gaps and overlaps within the portfolio.</p> <p>Ensures projects are managed in accordance with agreed budgets, timelines and quality expectations and that any anticipated variations from plan are communicated to the customer ahead of impact.</p> <p>Ensures projects are delivered successfully into the Delt operational environment, as per agreed SLAs, following the change and transition process to the satisfaction of Delt operational delivery staff.</p> <p>Creates and maintain standard project management deliverables, leveraging appropriate methods and practices and developing the processes and toolsets that will provide stakeholders with accurate and available management information, to enable effective decision making.</p> <p>Provides motivation and leadership to all staff within the PMO office; coaching and performance managing staff within PMO to embed these standards.</p> <p>Collaborates with the Delt Head of Finance and resource managers to develop, embed and manage project and programme budgeting and cost/resource estimation approaches, to support accurate financial and resource planning.</p> <p>Establishes frameworks and standards for Programme and Project Management that improve the quality of outcomes through project delivery, reducing time and cost, while ensuring that solutions satisfy customer benefit realisation expectations, and business objectives.</p>

	<p>Ensures the adoption and implementation of project and programme management methodologies and oversees training and coaching programmes to achieve this.</p> <p>Identifies and implements KPIs measurements that drive out excellent performance in the delivery of projects and programmes.</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed.</p>
<b>Experience, Knowledge, Skills and Qualifications</b>	<p>Demonstrable experience successfully leading teams within a programme/project delivery practice.</p> <p>Demonstrable experience successfully managing a complex portfolio of programmes and projects across multiple clients.</p> <p>Excellent in project management, IT governance formulation, and team management.</p> <p>Ability to challenge customers and various stakeholders to better understand their needs.</p> <p>Working knowledge of IT risk management, IT standards and policies formulation.</p> <p>P3O Practitioner certificate in Portfolio, Programmes and Project Offices or equivalent level of experience.</p> <p>Prince 2 or APM Practitioner or equivalent level of experience.</p> <p>Experience of working within an ITIL environment.</p>
<b>Corporate Standards</b>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>