



Yorkshire
& Humber
AHSN

Transforming Lives
Through Innovation



PMO Support Officer

November 2021



PMO Support Officer Recruitment Pack
including Job description and Person Specification

If you want to make a difference in Yorkshire and the Humber – and beyond – you have come to the right place. We need determined and passionate people to work with us to deliver our wide range of programmes. We want people who look at our values and think.....yes, that's just where I want to be!

We use our skills, knowledge, networks and relationships to understand the healthcare system and patient needs locally and regionally. We develop projects, programmes and initiatives that reflect the diversity of our local population and its healthcare challenges.

This PMO Support Officer plays a key role in the support and delivery of our wide-ranging and complex programmes of work. The role, supporting the PMO Manager and the Programme Office, ensures plans are coherent and achievable, and provides clear and concise reporting to support organisational decision making.

You'll be joining a committed and high performing team that focuses on patient outcomes and supporting the people of Yorkshire and the Humber. We are committed to creating and sustaining a positive and inclusive working environment for all our employees to ensure our work and our workforce represents the communities we serve.

This is a full-time (37.5 hours per week) permanent role.

Applications should contain a CV and a covering letter. The covering letter should explain why you are interested in the role, why you would like to work with us at Yorkshire & Humber AHSN and what your knowledge and experience can bring to this role and our work.

Closing date is 22 November at 12 noon – late applications will not be accepted. Applications should be sent by email to hr@yhahsn.com.

If you would like to speak to the PMO Manager prior to making an application, please email clare.marsh@yhahsn.com to arrange a suitable time for a discussion.

Interviews will take place on 2nd or 3rd December via Microsoft Teams. Applicants will be informed if they have been offered an interview on 29.11.2021.



Our corporate mission, vision, ambition and objectives

Mission

Transform lives through innovation

Vision

To improve the health and prosperity of our region by unlocking the potential of new ideas

Ambition

“Within the next two years, evolve Yorkshire & Humber AHSN into a sustainable position as a trusted and valued partner delivering spread of innovation, quality improvement and economic growth locally, nationally and internationally in partnership with commissioners, clients, patients and the public”

YHAHSN Strategic Priorities (2020-2023)

- Deliver our Business Plan to meet the satisfaction criteria of our commissioners
- Reinforce our reputation as a trusted and valued partner with our stakeholders
- Sustain and grow our income by protecting existing sources of revenue and securing new ones
- Establish Yorkshire & Humber AHSN as a great place to work
- Exceed our statutory duties and obligations

<https://www.yhahsn.org.uk/>





Our Values



Stronger Together

We're confident in the results we can achieve when we're united with our colleagues, stakeholders and partners



Always Learning

Every day's a school day. We're constantly searching for ways to excel and work tirelessly to build our expertise



People People

We love catching up for a cuppa and a natter but, more than that, we're curious about what makes people tick



Energetic Pioneers

We find new things and ideas that can make a difference to the health of our region. This is what gets us out of bed in the morning



What we will give you:

- Starting salary of £24,383 with development to £26,503 depending on performance
- 25 days holiday + statutory days
- 3 extra days to take between Christmas/New Year statutory holidays (set by company)
- Holiday buy-back scheme (via salary sacrifice)
- Flexible and agile working
- Contributory matched pension (up to 10%)
- Learning and Development
- Digital Perks platform (discounts off shopping and travel)
- Free parking at the head office in Wakefield
- Wellbeing programme including the Westfield/Exos Personalised Wellbeing journey
- Employee Assistance Programme/Mental Health First Aiders
- Social event programme (currently virtual events only)



PMO Support Officer Job Summary

To support the PMO Manager and Programme Office in providing a comprehensive and professional programme and project management service to all appropriate stakeholders in order to facilitate the successful delivery of Change Programmes and Integrated Projects.

The post holder will be expected to work across other work streams and line management boundaries to ensure effective and successful delivery of change programmes and projects.

A strong working knowledge of a Management Information system for process and management reporting is desirable and will form a significant part of the role however training can be provided.

Main responsibilities

- Support the existing PMO in the development, implementation and maintenance of a robust programme and project management framework ensuring alignment with the programme management toolkit.
- The post holder will provide a range of programme and project support, involving working closely with project teams comprising staff from the AHSN, NHS (clinical and non-clinical) and commercial sectors, associates/contractors and other stakeholders. You will contribute to ensuring projects are adequately planned, resourced and supported so the team delivers to high standards, on time and within a set budget.
- Ensure that risk and issues are identified within the programme(s) and associated projects and that the relevant links are made across the programmes. That management systems are in place to ensure that risk and issues are actively reviewed with respective actions being assigned and tracked.
- Manage the data held across 40+ projects and 60+ pipeline projects and ensure the content is kept up to date timely and can be relied upon to support the production of management information back to the organisation. The information will be used to provide assurance to senior management and our commissions on project progress so an eye for detail and accuracy is essential.
- Manage the busy inbox for the team and ensure requests are addressed timely and allocated to a member of the team where first contact resolution isn't possible.





- Point of contact for the organisation alongside other members of PMO to provide support and guidance on project delivery assurance and governance. Provide support and guidance across the whole of the AHSN in the preparation and management of Gateway Reviews and other internal and external audits, assisting in the preparation and monitoring of action plans.

Job Description

- Support the Programme Manager(s) in the development and implementation of internal project assurance that meets the needs of the AHSN, Programme Management Office and external audit requirements.
- Provide advice and guidance to all relevant staff in the use of the agreed programme and project management methodology, processes and techniques in accordance with AHSN standards.
- Support programme and project workshops to assist in identifying risks, benefits, interdependencies and key messages of communication. Ensuring that the relevant systems and process are adhered to in order to manage these areas.
- To provide support and assurance across the portfolio of programmes as required, summarising, and playing back governance reviews on Issues, Risks and Project Assurance
- Own and manage the suite of information on the project portfolio ensuring it is maintained, up to date and accurate at all times and work with other members of the team to develop a model for sharing the information back to the organisation in a way that provides useful MI.
- Manage the day-to-day interactions with the team, addressing queries at first contact where possible and escalating onwards where not to ensure timely responses back to the organisation.
- Manage the day-to-day plan for the team and provide co-ordinator support to track actions through to completion – updating the plan or highlighting issues where applicable



PMO Support Officer Person Specification (if not stated otherwise, the specification is essential)

Qualifications:

- Educated to degree level or equivalent relevant experience
- A Project or Programme Management qualification (e.g., APM, Prince 2) or commitment to achieving qualification - desirable

Knowledge, Skills and Abilities

To provide support and assurance across the portfolio of programmes as required.

Essential:

- Ability to work on own initiative and communicate effectively as a team member.
- Ability to analyse information and present in a clear and accurate manner both verbal and written. – logical thinker who can follow many strands of information.
- Organised approach to workload, take ownerships of tasks assigned, report back on progress, deliver to deadline or update / escalate if not achievable
- Ability to write formal and factual reports, identifying key issues – telling the story of the project / update on progress / against deliverables
- Ability to identify problems and suggest solutions.
- Ability to work towards tight deadlines whilst working to multiple and conflicting deadlines – ability to recognise conflicting priorities and escalate accordingly
- Ability to multitask and track numerous project progress through accurate note taking / recording and ensuring system (Airtable) is updated as soon as practical with new information
- Project management approach to tasks i.e., able to convey what needs to be done to achieve completion and who is responsible
- Ability to review emails and determine what they are about, and which member of the team can deal with them – recognise threads of conversation
- IT skills in MS Products but particularly Excel, Word and PowerPoint
- Personal composure under pressure and experience of managing in challenging and pressurised circumstances.
- An ability to resolve conflict.
- A commitment to inclusion, equality and diversity

Training/ experience required:

Essential:

- Demonstrable communication skills for writing reports to senior managers, programme/project teams and stakeholders.

Desirable:

- Knowledge of the principles of PRINCE2 or a similar project methodology
- Knowledge of Airtable or similar database type software



- Knowledge of Power BI or similar data visualisation software

Additional Factors

- Acts professionally and with integrity at all times
- Honest, respectful and professional in all interactions
- Driving Licence and use of own car
- Able to work flexibly and agilely to meet the needs of the business

