



JOB DESCRIPTION

1. JOB TITLE: Programme Management Office Coordinator

2. JOB PURPOSE

The PMO Coordinator will contribute to the delivery of the SCRA's Programme Management Office:

- Coordinating the many strands and activities involved in the running of the programme office and delivery of the programmes within
- Contributing to the development and operation of robust governance structures.
- Monitoring and reporting on plans to ensure focus against agreed targets / timescales.

3. ORGANISATIONAL POSITION

(a) Immediate Line Manager	Programme Manager
(b) Peers	Programme LSM
(c) Immediate Subordinates	None

4. DIMENSIONS

The actions progressed and coordinated by the postholder will have an organisational impact and will also impact in wider system improvements.

- Coordinating engagement, actions and projects across the organisation including SCRA staff, managers, Head Office staff and the SCRA Board
- With the Programme Manager, extensive co-ordination and planning of events and activities across SCRA in contributing to internal service delivery improvement and the delivery of the target operating model and externally contributing to hearings system redesign, Keeping the Promise.
- Support the Programme Manager in representing SCRA in a variety of external partnership contexts.
- Requires close collaboration with SCRA colleagues and external partners in coordinating plans for sustainable change and delivery.

5. PRINCIPAL ACCOUNTABILITIES

- Coordinate the delivery and governance of SCRA's programmes, put in place to deliver on SCRA's Target Operating Model

- Provide project office support by way of developing and operating processes for governance, coordinating and reporting on the various strands of work on SCRA's programmes; to ensure consistent methodology used and timescales met.
- Provide regular monitoring, tracking of dependencies across the various projects, flagging issues as they arise and ensuring communication between the programme team, project team and Programme Manager.
- Collaborate with the Corporate Planning Manager to ensure consistency in reporting through zoho and linking to organisational reports.
- Map the complex inter-dependencies between project groups and across projects and activities to create visibility of linkages; and agree the sequencing and prioritising of work with the Programme Manager to deliver success. Coordinate and facilitate information flow throughout the programmes to ensure projects learn from, inform and utilise each other to progress the overall delivery of the Target Operating Model
- Coordinate activities within the team in order to reduce risk of duplication of effort.
- Provide administrative support to the Programme Board, Strategic Programmes Group and Programme team including identifying suitable dates and sharing invites, preparing agendas and paper packs for meetings, minuting meetings and managing actions.
- Organise meetings and activities including consultation and engagement activities with SCRA staff and the Programme team and external partners. Administrative support during meetings, preparing meeting agendas and information packs, minute taking and managing actions.
- Ensure Project Charters and other programme plans and documentation are completed and updated.
- Compile updates at regular intervals; and support the Programme Manager to obtain and prepare regular updates in relation to project activity, timeously for onward reporting to the Programme Board, Strategic Programmes Group and Programme team meetings
- Support the Programme Manager to develop a robust, accessible and inclusive model of scrutiny that describes our plans, progress and deliverables in a creative and contemporary way.

6. KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

- HND in relevant discipline or equivalent experience, eg. administration, business studies.
- Excellent administrative skills.
- Proven ability to prioritise, manage and, where appropriate, delegate workload effectively.
- Excellent interpersonal and relationship management skills.
- Excellent communication skills, oral and written; and influential with others.
- Experience in fostering and contributing to collaborative working.
- Proven ability to multi-task and work across teams / departments.

- Excellent partnership working with partners and staff and commitment to employee engagement strategies.
- Driven towards continuous improvement.
- Experience in learning new techniques and put them into action quickly and with minimal guidance.
- Resilient and able to handle difficult or challenging situations.
- Flexible and adaptable approach.
- Awareness and understanding of SCRA's and personal obligations under the Equality Act 2010, ensuring that equality is mainstreamed into all administrative activities.
- Competent in the use of Microsoft Office applications.
- Digitally minded – able to utilise and develop digital tools to plan and monitor activities, as well as to share information creatively and with impact.
- Positive, proactive approach and ability to act on own initiative with minimum supervision.

7. COMMUNICATIONS

Internal: Principal Reporter/CE, EMT members, Board, Localities, Head Office Teams and all SCRA staff

External: Children's Hearings System partners - Scottish Government, The Promise Scotland, Children's Hearings Scotland, Our Hearings Our Voice, CELCIS, external stakeholders and partner organisations.

8. PRINCIPAL CHALLENGE

To coordinate the multiple strands involved in successful delivery of SCRA's Target Operating Model and related programmes of work as they impact on SCRA and the Children's Hearings System. To maintain visibility on progress and influence others to deliver activities on time. To support the work of engaging SCRA staff in the next phase of transformation and redesign of the children's hearings system.