



THE ROLE

PMO & Benefits Manager

Department:	Innovation and Change
Role Code:	I&C14
Grade/Role:	9
Responsible to:	Head of Portfolio Governance & Assurance
Responsible for:	Portfolio Officer & Project Officers

Job Purpose:

To protect and save life, property, and the environment by overseeing the governance, assurance, and benefits management within the Innovation & Change function at the Service. This role involves the management of our Portfolio Management Office (PMO), implementing effective best practice for portfolio, programme, and project management, ensuring adherence with the Service governance. The PMO & Benefits Manager is responsible for coordinating & supporting stakeholders at all levels to educate, identify, monitor & realise project & programme benefits, facilitating informed decision-making within the Service.

Main Duties and Responsibilities:

1. Lead the **education** and **promotion** of benefits management principles within the Service, offering comprehensive support, advice, and guidance to stakeholders and the Portfolio Management Board (PMB) to ensure effective benefits realisation.
2. Champion the Service's strategic vision for benefits management, by guiding the implementation and adherence to the **Benefits Management Framework** within the Service.
3. Provide support in the **benchmarking activities** and the collection of **baseline evidence** data to facilitate the identification and measurement of benefits, aiding in the realisation of benefits management objectives.
4. **Track and report on portfolio benefits**, providing PMB with accurate and timely information to facilitate informed decision-making processes and optimise project outcomes.
5. Assume ownership of the **Portfolio Benefits Register**, ensuring its integrity, accuracy, and alignment with Service objectives, and maintaining comprehensive records of benefits realisation activities.
6. Ensure **visibility** across the portfolio of change benefits, assuring against scope conflicts, duplication, or double counting.
7. Deliver **feedback & assurance** to PMB, on the progress of the realisation of portfolio benefits. Conduct routine portfolio-level reviews to ensure the

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- continued strategic alignment and progress toward achieving the planned benefits within the portfolio of change.
8. Collaborate with the Finance department to coordinate the accurate **reporting of benefits data** and facilitate the seamless transition of monitoring responsibilities post-realisation to the Productivity & Efficiencies Board (P&E Board), ensuring ongoing benefits assessment and optimisation.
 9. **Attend and provide input at P&E Board**, representing Innovation & Change.
 10. Oversee the establishment of the **Portfolio Management Office (PMO)**, by implementing and managing portfolio, programme and project methodologies, best practices, processes, and tools within the Service.
 11. Provide **guidance and support** to Innovation & Change and other stakeholders within Service, ensuring alignment of programme and project activities with Service goals and objectives.
 12. **Monitor programme and project performance**, identify areas for improvement, and facilitate communication & collaboration among project stakeholders.
 13. Oversee **portfolio reporting** up to the Portfolio Management Board (PMB) to enable informed decision-making processes.
 14. Management of **PMB** to ensure effective governance and decision-making.
 15. Manage **communications and engagement** between the Service and the Innovation & Change function to foster collaboration and alignment.
 16. Provide **assurance** against change delivery of projects and programs, ensuring adherence to Service best practices.
 17. Establish a **community of practice** for Innovation & Change governance, including processes, templates, and working methods to facilitate continuous improvement and knowledge sharing.
 18. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
 19. Any other duties commensurate with the responsibilities and grading of the post.