Position description

Position title	Portfolio Management Office Lead
Group / Branch	Finance & Technology / Business Technology Services
Reports to (Title)	Head of Project Delivery
Competency level	Individual Contributor

Job Purpose

The Business Technology Services branch is responsible for the delivery and support of Information Technology within South East Water.

The Portfolio Management Office Lead is responsible for providing administrative and financial support to the members of the Portfolio Delivery Team and the broader BTS group. The role also encompasses ownership of the BTS delivery framework, key delivery enablement platforms, minor project delivery, and active representation in stakeholder and change management initiatives. The position significantly influences the successful delivery of programs and projects, with a broadened focus on continuous improvement, user engagement and operational alignment.

This role has significant impact and shared responsibility on the use of Information Technology applications, software and services across the entire organisation. Decisions made can affect all staff and will impact on the longer-term use of IT services throughout the organisation.

The role has a number of fundamental areas of accountability:

- Lead Portfolio reporting, and support Programme and Project status reporting
- Support proactive risk and issue management (working with the Cyber GRC Role)
- Ensure accurate forecasts are maintained for the portfolio of projects
- Track overall cost of delivering the portfolio (CAPEX + SaaS)
- Maintaining and enhancing portfolio, programme and project management tooling
- Supporting the maturing of our ways of working
- Enabling the matching of resourcing supply and demand
- Provide support for preparation of business cases

Key Accountabilities

1. Portfolio, Programme and Project Support

- Provide technical advice to BTS Project Managers and Leads with end-to-end activities such as business case planning, preparation, approvals and project closures.
- Champion continuous improvement by reviewing and recommending enhancements to tools, processes, and collaboration practices.
- Provide training and onboarding for users of project and time management systems to increase adoption and data quality.
- Support the Head of Portfolio Delivery in administering the project pipeline including governance actions, reporting and visibility via the Physical Project Board
- Take notes and document and track actions from the weekly Portfolio Delivery Leadership Team Meeting
- Maintain the risk and issue register, ensure proactive risk and issue management and chair the monthly Portfolio Delivery risk and issue meeting
- Ensure risks and issues are appropriately described and mitigations are progressed
- Collaborate with COE (BA, PM, Testing, DevOps, Bus Partnering) leads to coach teams on proactive risk and issue management
- Maintain the Ways of Working framework and support adoption / maturing of the ways of working, including identifying continuous improvement opportunities
- Lead the resourcing meeting to match resourcing supply and demand
- Collaborate with COE (BA, PM, Testing, DevOps, Bus Partnering) leads to ensure appropriate resourcing and skills to support the project pipeline

2. Financial Coordination and Reporting

- Manage and report on IT capital budgets and forecasting, including month-end processes and coordination with Finance.
- Co-ordinate and facilitate the completion of project forecasting.
- Collate and analyse financial data to support evidence-based decision-making.
- Drive the coordination of project forecasting in collaboration with project managers and the PMO.

3. Application Ownership and Technical Support

- Serve as the application owner for Atlassian products (e.g., Jira, Confluence), managing configuration, access, and optimisation for team workflows.
- Oversee project management and time tracking platforms, including troubleshooting, user management, system configuration, and reporting enhancements.
- Lead system improvements by identifying issues and implementing updates to improve team efficiency.

5. Governance and Stakeholder Engagement

- Support governance processes including project pipeline reporting, project board coordination, and status documentation.
- Synthesise and issue monthly BTS status reports.
- Support the CIO and the CIO Management Team to prepare the annual BTS Branch Report.
- Provide high-level administrative support to Project Managers and Senior Leadership Team, ensuring documentation is accurate, timely, and actionable.

Knowledge, Skills & Experience

- Demonstrated interest in Information Technology, preferably supported by relevant qualification or work experience
- Demonstrated knowledge of Microsoft (MS) Excel, JIRA, Confluence, MS Project, MS Visio, MS Powerpoint, MS Word
- Exposure to working in a project environment and awareness of different project methodologies – agile, SaFE, waterfall, hybrid (and understand the relative pros and cons, and pragmatic application thereof)
- Understanding of high-performing IT delivery organisations – roles, responsibilities, tooling
- Understanding of compliance and demonstrated experience in supporting teams to comply with practices and procedures using influencing and collaboration
- Well developed written and verbal communication skills – ability to develop targeted status reports and other portfolio delivery materials
- Experience in administering financial preparing reports for senior management
- Experience in risk and issue management
- Experience in IT resource management
- Innovative and proactive approach to problem solving and task management
- Confidence in engaging with stakeholders at all levels

Dimensions

Organisational Chart
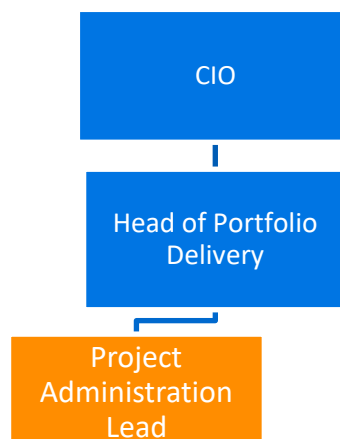
Number of people managed:

N/A

Size of budget managed:

N/A

Value of Assets managed:

N/A

Ensuring a sustainable, resilient organisation:

Authorities outlined in Instrument of Delegations none

Compliance management responsibilities outlined in the compliance and obligations register none

Security for Critical Infrastructure identified role: No