

PMO Analyst

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Company: Computacenter

Location: Hatfield

Category: business-and-financial-operations

Location: UK - Hatfield | **Job-ID:** 206362 | **Contract type:** Standard | **Business Unit:** Project Management

PMO Analyst

Location: Hatfield/Hybrid (approx. 50% split)

Life on the team

The PMO function is an integral part of the newly formed Office of the Chief Information Officer (OCIO) team within Computacenter's Group Information Services (GIS) and supports colleagues in various locations globally.

We provide a value-add PMO service across GIS, as a source of project management guidance, expertise & tools, continuing to use & evolve our bespoke frameworks to ensure appropriate governance is in place for a wide variety of waterfall programmes and projects as well as Agile product delivery. We develop best practice whilst also recognising the need for a pragmatic approach to project management - all projects are different and may require flexibility to meet the stakeholders' needs & required outcomes.

Promoting a culture of collaboration & continuous improvement is important within the PMO. Although we are a relatively small team of 6, we make a difference, and we care about providing the highest level of service. We deliver on our promises and remain focused on achieving exceptional outcomes, value & experiences.

The role

The PMO team are uniquely placed within GIS. We are involved with a multitude of projects end to end, from small internal infrastructure projects to new customer or acquisition

projects and complex, strategic programmes of work across multiple business areas, countries and technologies. This provides an excellent opportunity for individuals to develop a broad understanding of Computacenter, which could greatly support your future career aspirations. The PMO function has developed significantly in recent times and the reputation of the team continues to grow. The future will bring a broader remit, including increased involvement in Agile product delivery and in KPI metrics and data analysis. It's an exciting time to join the team and to bring your own perspective and PMO experience, to assist us in maintaining a first-rate level of service for Computacenter's GIS of the future.

Teamwork, knowledge-sharing and proactivity are essential to be a success within the team. There is a lot to learn, which means the onboarding and training period may be longer than in some other roles – full on-the-job training is provided however you will need to be focused on your own development, curious and tenacious.

Team members are based in France and in the UK at present, with Computacenter's Hatfield office being the UK team 'hub'. Hybrid working is the norm, and you can typically expect to work in the office 2 or 3 days a week, however this will vary depending on specific projects/work activities.

What you'll do

- Build understanding and confidence in the governance framework(s) & associated tools such that you can perform your PMO role effectively, as a recognised subject matter expert.
- Champion, embed and work to support the evolution of our governance framework(s), actively seeking feedback from across GIS.
- Undertake quality assurance activity to maximise the effectiveness of the governance approach, working with delivery teams to ensure compliance.
- Provide timely, accurate support for a variety of requests relating to resource, systems access, budget codes, project setup, sharepoint and effort recording etc.
- Support the creation of reports, performance data and ad hoc MI – gathering & collating input, creating slide decks, using data to identify trends/remedial actions needed, arranging review meetings etc, as required.
- Financial governance activities, working with project, product and finance specialists within CC.
- Onboard and train new PMs/PMOs effectively, providing ad hoc training or planned training sessions for larger groups as needed and create any training materials required.

- Support positive communication and team-working within the PMO team, actively contributing to Team Meetings & supporting PMO colleagues as required.
- Operate as a subject matter expert on all PMO related processes and templates, using your understanding of GIS to evolve existing and introduce new which add value.
- Support the upkeep of the PMO configuration library and Sharepoint site, using this as a mechanism to define and promote best practice.
- Facilitate lessons learned activities.
- Additional ad hoc PMO support to GIS colleagues globally, as directed by the Head of PMO.

What you'll need

Required Skills:

- Proven experience of working in a PMO, preferably at Portfolio or Programme level, supporting the deliveries of complex technical programmes and/or Agile products in a global environment.
- Excellent time-management, stakeholder management & organisational skills.
- Proven ability to prioritise workload & multi-task as needed.
- Proven experience of working collaboratively to achieve required outcomes on time, to budget, to quality standards.
- Demonstrable experience in communicating with senior stakeholders with clear written and verbal reporting skills.
- Excellent numeracy skills and a keen eye for detail.
- Ability to confidently capture and use performance data and MI, aligning this work to KPIs and continuous improvement activities.
- Comprehensive understanding of project delivery methodologies, artefacts and terminology. PRINCE 2 and SAFe certification are desirable but not essential.
- Evidenced track record of executing PMO compliance and assurance work, with a strong governance background.
- Experience of working effectively as part of an international team in a hybrid office/remote working context.

Essential IT skills:

- Confident user of MS Office suite: Outlook, Powerpoint, Word and MS Teams, with recent and frequent experience of using Excel at an intermediate or advanced level.
- Experience of MS Sharepoint desirable, specifically with permissions, and

creating/maintaining Sharepoint sites.

- Experience of using Visio is desirable but not essential.

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