



Creating a world of better opportunities

Job description

PMO Manager

Hybrid - Stevenage

Permanent

Grade 11

Full Time - 35 Hours per Week

Reports to: Transformation Manager

Where the role fits

This role sits within the Technology Team, which is responsible for designing, developing, and maintaining the IET's technology solutions. The team plays a vital role in ensuring that the organisation's digital infrastructure is robust, secure, and fit for purpose. This includes the development and integration of software applications, the management of data systems, and the implementation of cybersecurity measures to safeguard information assets.

Beyond day-to-day technical operations, the team works collaboratively across departments to identify opportunities for innovation, streamline business processes, and enhance user experiences through technology. Whether automating routine tasks, improving system interoperability, or supporting staff with technical issues, the Technology Team is central to enabling the IET to operate efficiently and deliver value to its members and stakeholders.

Purpose of the role

Reporting into the Transformation Manager, the PMO Manager plays a pivotal role in shaping and leading the IET's approach to project and programme delivery. The role is responsible for overseeing the Project Management Office, embedding consistent project management standards, and ensuring all projects and programmes align with the IET's strategic objectives. By implementing best practice methodologies, governance frameworks, and effective resource management, the PMO Manager drives efficiency, transparency, and successful delivery across the project portfolio.

A key aspect of the role involves the day-to-day line management of a team of Project Managers, providing expert guidance, support, and oversight to the team, ensuring they are equipped with the tools, techniques, and resources required to deliver high-quality outcomes. Alongside this, the PMO Manager will personally manage and deliver specific projects as assigned, ensuring best practice is demonstrated in action. Furthermore, the PMO Manager will act as the central hub for project information, metrics, and performance reporting, enabling senior leadership and stakeholders to make informed decisions.

Working closely with colleagues across the organisation, the PMO Manager fosters a culture of accountability, collaboration, and continuous improvement. This is a forward-looking leadership position, dedicated to strengthening governance, optimising resource allocation, and enhancing the overall effectiveness of project delivery, ensuring the IET achieves its long-term strategic ambitions.

Our leadership charter

Leadership is important. It helps create the culture that we need to be a success – as individuals, as teams and as an organisation. As part of our framework, we have four behaviours we specifically look for in our leaders:

- **Shares vision** – by setting a clear shared vision of success for the organisation
- **Sparks engagement** – by empowering, inspiring, and developing people
- **Skilfully executes** – by setting stretching performance expectations, reviewing progress, and holding people to account to deliver planned outcomes
- **Sustains progress** – by recognising achievement and encouraging continuous improvement and experimentation

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**

- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- Responsible for ensuring all projects and programmes align with the IET's strategic goals and objectives alongside embedding consistent project management standards, methodologies, and best practices across the organisation.
- Oversee the allocation of resources, including personnel, budgets, and tools, to optimise delivery and ensure projects are managed effectively within agreed parameters.
- Oversee and assure the delivery of projects managed by the Project Management team, providing direction, governance, and performance oversight.
- Personally manage and deliver a defined portfolio of projects, taking full accountability for scope, budget, timescales, and quality.
- Line manage and develop the PMO team, ensuring they are motivated, supported, and equipped to deliver high-quality outcomes.
- Track and report on project progress, budget performance, and key KPIs, providing clear insights and assurance to senior leadership and stakeholders.
- Identify, assess, and address risks and issues that may impact project delivery, facilitating timely resolution and supporting teams to remain on track.
- Provide support, guidance, and resources to project managers and teams, helping them to resolve challenges and ensuring they have the tools required to deliver successfully.
- Advise on stakeholder management approaches, providing assurance on the effectiveness of engagement and promoting constructive relationships across all parties.
- Facilitate clear and consistent communication between project teams, stakeholders, and senior leadership, ensuring alignment and transparency throughout the project lifecycle.
- Review project processes and performance, implementing improvements that enhance efficiency, strengthen governance, and increase the likelihood of successful delivery.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Shape the IET's future:** You'll play a key role in developing and implementing strategic plans that define the direction of the IET and contribute to long-term success.
- **Lead and inspire teams:** You'll provide strong leadership that motivates and inspires your team and the wider One IET team to achieve their best, fostering a culture of purposeful collaboration and open communication.
- **Maximise team strengths:** You'll enhance productivity and engagement by maximising your team's understanding and use of their strengths, ensuring that each team member can contribute their best work.
- **Manage performance and development:** You'll be responsible for setting clear objectives, monitoring performance, and providing feedback and development opportunities for your team members.
- **Build strong relationships:** You'll develop and maintain strong relationships with internal and external stakeholders, effectively representing the IET and its vision.
- **Make informed decisions:** You'll exercise sound judgement and make informed decisions, considering all relevant factors and potential risks to ensure optimal outcomes for the IET.

Skills and experience required

- Proven experience in a senior project or programme management role, ideally as a PMO Manager or equivalent, with responsibility for managing a portfolio of projects and aligning delivery to organisational strategy.
- Excellent leadership skills, with the ability to influence, guide, and support project managers and teams, fostering a culture of accountability, collaboration, and continuous improvement.
- Extensive knowledge of project management methodologies, standards, and tools, with the ability to implement and embed best practice across diverse projects and teams.

- Strong experience in Agile project management methodologies, with the ability to coach teams, support iterative delivery, and integrate Agile practices within a broader governance framework.
- Demonstrable experience in resource planning, budget management, and financial oversight, ensuring effective allocation and optimisation of people, tools, and budgets.
- Excellent problem-solving skills, with the ability to proactively identify risks, issues, and opportunities, and work collaboratively to resolve challenges and maintain project momentum.
- Strong communication and stakeholder management skills, with experience of engaging and influencing senior leaders and external partners, and providing clear reporting and assurance on performance.
- Experience in developing governance frameworks, quality assurance standards, and reporting structures that drive efficiency, transparency, and successful outcomes.
- Ability to analyse data, metrics, and performance insights to inform decision-making, forecast operational needs, and identify opportunities for improvement.
- A proactive approach to innovation, process improvement, and continuous professional development.
- Professional project management certification (such as PRINCE2, MSP, or PMP) and experience with project portfolio management tools would be advantageous.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Proven leadership experience:** A demonstrably successful track record in a managerial or leadership role is essential.
- **Exceptional communication and interpersonal skills:** You'll possess excellent written and verbal communication skills, with the ability to present information clearly and confidently. You'll build rapport and trust with team members through effective communication and active listening.
- **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively and manage your workload to meet deadlines consistently.
- **Technical or administrative expertise:** You'll possess in-depth knowledge of the relevant technical or administrative area, coupled with a commitment to lifelong learning and development to stay current with industry trends and best practices.
- **Motivational and inspirational leadership:** You'll be able to inspire and empower your team to achieve their full potential through facilitating learning and fostering a culture of innovation, collaboration, and excellence.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Inclusive and positive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, and each individual feels empowered to contribute and thrive.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

Authorised by	Job Title	Date
Head of Department / Team	John Sullivan	Nov 2025
Strategic People Partner	Jo Williams	Nov 2025

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.