Portfolio Office Manager  
Woodcock Street, Birmingham  
£53,440 - £69,359

Working 36.5 hours per week. Birmingham City Council is on an ambitious period of change to create a council for the future that will be sustainable and deliver high quality services to our 1.1 million residents.

To deliver this change we are adopting a portfolio approach to bring our key transformation programmes together to drive their ambition and ensure synergies are maximised, including work with partners in line with our City Vision.

Reporting to the Strategic Director for Change & Support Services, the post holder will lead the delivery of the Portfolio, holding programme managers, Directors, External Agencies and Stakeholders to account on behalf of the Corporate Leadership Team.

Liaising with the Corporate Leadership Team, Cabinet Members and partners to design effective Transformation programmes to deliver key outcomes to our citizens in line with the Council’s priorities, the post holder will ensure that the delivery of change is of the highest possible quality, delivering improvements and efficiencies to priority services.

Ref: CSS0242016  
Closing Date: Friday 28 October 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
JOB DESCRIPTION

DIRECTORATE | CORPORATE CHANGE AND SUPPORT SERVICES
---|---
SERVICE AREA | CORPORATE STRATEGY
POST | PORTFOLIO MANAGER
GRADE | 7

Role Purpose

Birmingham City Council is entering an ambitious period of change to create a council for the future that will be sustainable and deliver high quality services to our 1.1 million residents. To deliver this change we are adopting a portfolio approach to bring our key transformation programmes together to drive their ambition and ensure synergies are maximised, including work with partners in line with our City Vision.

Reporting to the Strategic Director for Change & Support Services, the post holder will lead the delivery of the Portfolio, holding programme managers, Directors, External Agencies and Stakeholders to account on behalf of the Corporate Leadership Team.

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1.0 Job purpose

1.1 To design and lead Birmingham City Council's Portfolio Office, commissioning transformation programmes (Big Moves) to deliver against strategic objectives, ensuring the appropriate programme architecture is in place to deliver the outcomes required.

1.2 To be the Council's lead expert on programme management, providing advice on the design, governance and effective delivery of large scale, complex transformation programmes.

1.3 To lead the Council's portfolio of transformation programmes 'Big Moves', providing effective drive and delivery to complex, high profile programmes to improve performance across the organisation.

1.4 To ensure effective measures, delivery plans and benefits realisation plans to ensure the pace and ambition of programmes can be openly and transparently tracked and reported.

1.5 To provide effective challenge to programme sponsors and managers to ensure outcomes are clear, accurate delivery plans are in place and risks are mitigated.

1.6 To report to the Corporate Leadership Team (CLT), Extended management Team (EMT), Future Council Scrutiny sub-committee and other identified appropriate bodies on the progress of the Big Moves and delivery against strategic priorities.
1.7 To advise the CLT on the technical requirements for programme delivery for complex, multi-partner, transformation programmes.

1.8 Build, develop and lead a small team to ensure the effective allocation, direction and management of all resources to deliver the improvement outcomes required.

1.9 Work in partnership with Directorate PMO’s and the Corporate OD and Change team to deliver targeted change interventions, working collaboratively with programme / project offices across the council to ensure a focussed and whole council approach to delivering identified benefits and shared learning.

1.10 To provide effective quality assurance of the ‘Big Move’ programmes using gateway reviews and independent measures to ensure delivery is on track, positioning the PMO to act swiftly when a programme is identified as not delivering; targeting resources, expertise and problem solving strategies as required.

1.11 To work with key partners and stakeholders across Birmingham to identify key interdependencies, ensuring co-delivery plans are in place to support their delivery including, risks and deliverables.

1.12 To manage the portfolio management team, providing effective leadership and management of colleagues, directing the workload and strategic direction of the team.

2.0 Key responsibilities

2.1 To provide timely updates to the CLT and other identified bodies in a number of formats as appropriate such as dashboard reports, written reports, presentations and verbal updates on the impact on the performance of the organisation and the outcomes to the City.

2.2 To work with colleagues and partners to provide CLT with the relevant information to give assurance that programmes are on track to deliver the required outcomes, or where progress has slipped that the appropriate mitigation measures are in place.

2.3 To design and establish appropriate reporting processes, products and tools for the portfolio office and the ‘big move’ programmes, that are optimised to ensure that they enable CLT to be provided accurate and timely information but are not unnecessarily onerous for Programme leads to complete.

2.4 To provide effective challenge and quality assurance testing on behalf of CLT as to the quality of the deliverables from the ‘Big Moves’ programmes. Establishing credibility and knowledge at a high level that enables challenge to be effective and implemented across programmes.

2.5 To create an environment for the successful delivery of transformation by working across the Council and the City to develop a network of enablers.

2.6 To work with Programme Managers across the organisation, providing expert advice and guidance to ensure individuals are consistently equipped to deliver transformation. This will include, for instance, identifying where there is a need for training and support and designing and delivering training to the appropriate Programme Manager.
2.7 To ensure that the communication of the ‘Big Moves’ is effective at all levels across the organisation and that key colleagues clearly understand the vision and anticipated outcomes of the ‘Big Moves’ programmes.

2.8 Responsible for supporting the business to define whole programmes of work ensuring governance, risks, issues, benefits and dependencies are identified, understood and managed accordingly.

2.9 To manage budgets relating to the ‘Big Moves’ Portfolio Office ensuring efficient and effective systems are established, maintained and reviewed in respect of division finances, and to take a lead role in communicating and raising awareness of the Council's Financial Regulations and Standing Orders.

2.10 To carry out regular supervision, performance management and other relevant BCC management procedures, ensuring that staff are delivering services to the required standard and are flexible and proactive in their approach.

2.11 To ensure that governance process are in place and adhered to by all staff and ensure quality of services provided.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 Supervision Received

3.1 Supervising Officer Job Title:

Strategic Director for Change and Support Services

4.0 Level of Supervision

1. Regularly supervised with work checked by supervisor.

2. Left to work within established guidelines subject to scrutiny by supervisor.

3. Plan own work to ensure the meeting of defined objectives.

5.0 Supervision Given (excluded those who are indirectly supervised i.e. through others)

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<thead>
<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO. OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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<tbody>
<tr>
<td>Big Moves Portfolio Delivery Manager</td>
<td>TBC</td>
<td>2</td>
<td></td>
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<tr>
<td>Big Moves Portfolio Assistant</td>
<td>TBC</td>
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6.0 Special Conditions

In some specific service areas, some working outside normal office hours may be required.
### Person Specification

**JOB TITLE:** PORTFOLIO MANAGER  
**GRADE:** 7  
**DIRECTORATE:** CORPORATE CHANGE AND SUPPORT SERVICES

**KEY – MOA (Method of Assessment):** AF – application form  
I – interview  
T – test  
P – presentation  
G – group exercise

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<tr>
<th>Section 1 – Experience, abilities, knowledge and qualifications / training</th>
<th>MOA</th>
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<tr>
<td><strong>EXPERIENCE / KNOWLEDGE (relevant work and other experience)</strong></td>
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<tr>
<td>Demonstrable experience of working at a senior level developing and delivering services and successfully managing the implementation of change programmes.</td>
<td>AF/I/P</td>
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<tr>
<td>Knowledge and experience of project and programme management; understanding of the importance and application of project and programme management and the ability to articulate the importance of such approaches to others.</td>
<td>AF/I/T</td>
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| **Delivering excellent practice.**  
Demonstrable experience of assuming personal responsibility in ensuring excellent practice through supporting staff to manage their workload effectively and a clear and consistent focus on achieving improvements in outcomes. | AF/I |
| Experience of supporting improvements in practice and service delivery through:  
a) An ability to proactively identify opportunities to improve services and an ability to create, direct and monitor policies and strategies  
b) Scrutinise and re-engineer activities and outcomes, managing risk and a clear and consistent focus on quality of service.  
c) Interventions and decision making to ensure that each member of staff understands their contribution to improving outcomes and achieving service aims. | AF/I |
| Ability to provide robust quality assurance to programmes using independent measures and stress tests | I |
| Experience of direct service planning, managing and monitoring of resources and a proven ability to set and deliver objectives in accordance with agreed priorities | AF/I |
| **Supporting Staff**  
Proven skills in leading and motivating a large workforce, recognising excellent practice and challenging performance that is below expectations through regular supervisions | AF/I/T |
| Experience of developing a culture of continuous improvement and quality of service. Sharing performance information and generating a healthy degree of challenge at all levels of the service to ensure learning and improvement is the responsibility of all. | AF/I |
Ability to set a clear strategic direction and translate into practical delivery for staff, assigning a performance management framework to monitor delivery against outcomes.

**SKILLS AND ABILITIES**

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<th><strong>Demonstrating Leadership</strong></th>
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<td>Ability to lead with a positive attitude, demonstrating clarity of purpose and evidencing improvements.</td>
<td>AF/I</td>
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| **Ability to use strong influencing, persuasion and negotiation skills with a variety of stakeholders and across a wide range of disciplines in order to manage and implement change programmes. Understanding individual motivations and existing service priorities, to put in place mutually beneficial service delivery plans.** | AF/I |

| **An ability to manage expectations and conflicting priorities/interests in a highly pressured environment, prioritising appropriate action and working to short timescales.** | AF/I |

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<th><strong>Communicating Effectively</strong></th>
<th>AF/I</th>
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<td>Experienced in communicating effectively to a range of audiences, translating strategy and key messages to ensure understanding and generate engagement.</td>
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| **An ability to build personal reputation with all stakeholders as an excellent manager and leader.** | AF/I |

**LEARNING AND DEVELOPMENT**

Willingness to undertake on-going continuous professional development participate in regular supervisions, Appraisals and take responsibility for own learning and development needs. AF/I

**EDUCATION/QUALIFICATIONS**

Relevant qualification, to at least degree level, or equivalent experience. AF

A recognised Project / Programme Management Qualification or relevant demonstrable equivalent experience AF

ALL STAFF ARE EXPECTED TO BE COMMITTED TO THE CITY COUNCIL’S EQUAL OPPORTUNITY POLICY