# Role profile PMO Apprentice

* **Job title**: PMO Apprentice
* **Grade:** Grade 3
* **Business area:** Strategy, Performance, and Workforce, GMFRS
* **Reporting line:** Senior PMO Officer
* **Team:** Portfolio Management Office (PMO)

## Job purpose

**Your impact**

The purpose of the PMO Apprentice role is to provide crucial administrative support to the governance, and management of GMFRS’s portfolio of programmes, and projects. The post holder will undertake a range of business support activities for the PMO Team, comprising of (but not limited to):

* The maintenance and updating of the PMO Digital System Solution.
* Maintaining intranet pages.
* Scheduling, and administering all associated meetings, and arrangements for governance activity linked to the “Changing of the Service.”
* Scheduling training events.
* Managing the PMO inbox.

As part of the role, the post holder will undertake a Business Administration Apprenticeship.

**About the opportunity**

The post holder will work within the PMO which is part of a wider Service Excellence Team, with the Directorate of Strategy, Performance, and Workforce for GMFRS. The PMO support, and enable GMFRS to identify, execute, and deliver, the Annual Delivery Plan (ADP) portfolio of programmes, and projects.

**The PMO do this by:**

* Ensuring the ADP portfolio is aligned to strategic objectives.
* Working closely with Service leaders to understand and support the development of priorities, planning, and portfolio development at both a strategic, and directorate level.
* Creating, maintaining, implementing, coaching, and championing the consistent use of GMFRS’s PMO Framework, including a clear methodology, and templates, for colleagues undertaking a role within all the programmes / projects in the ADP portfolio.
* Providing expertise, support, and coaching to senior responsible owners, programme managers, project sponsors, and project managers (customers) throughout the programme or project lifecycle.
* Developing, and delivering a series of training, and briefing sessions to support our customers undertake their programme / project related roles, and responsibilities.
* Providing an objective, and impartial view of ADP portfolio progress, ensuring transparent reporting on an eight-weekly basis, and portfolio metrics.
* Managing the governance activities related to the ADP portfolio.

## Key working relationships

* PMO Team
* Head of Service Excellence
* Director of Strategy, Performance, and Workforce
* GMFRS Senior Leadership Team
* GMCA corporate services and departmental managers
* Programme and project managers, project teams and, programme and project support officers
* External partners – i.e. other Blue Light services, LA partners
* Other Apprentices within GMCA.

## Key Responsibilities

**Apprenticeship responsibilities:**

1. Complete the Apprenticeship and develop a broad range of knowledge, skills, and behaviours to achieve a Level 3 Business Administration Apprenticeship standard.
2. Have regular contact with your learning provider during the period of the Apprenticeship.
3. Complete off the job learning each week as agreed with your manager and learning provider.
4. Work closely with other team members to help meet team objectives.
5. Understand your role in the team, and be an effective, and reliable team member to achieve your own goals, and team objectives.
6. To use IT packages well.
7. Be a positive, and flexible worker.

**You’ll work as part of the PMO team and will complete a variety of administration duties, including (but not limited to):**

1. Supporting the Senior PMO Officer to maintain, and update the PMO Digital System Solution, with the following:
   * Monitoring the quality of the data held in the system, raising concerns / amending errors.
   * Inputting information into the system.
   * Extracting information from the system.
   * Manage system access, ensuring data security is maintained.
   * Manage user account information as appropriate, taking responsibility for new starters / leavers.
   * Extract information to create reports as required for relevant meetings and boards.
   * Supporting the management of the “back screens” modifying templates / completion categories / information flows in line with changes to the PMO Framework.
2. Support the development, and maintenance of the intranet pages relating to the PMO, regularly reviewing, and updating content, ensuring accuracy, accessibility, and quality standards.
3. Support the development, and maintenance of PMO noticeboards.
4. Support the PMO Team to ensure all PMO related activities, and associated governance requirements relating to actions / decisions / completion of relevant templates are captured, and reported on the system, providing an audit trail.
5. Ensure all meetings relevant to “Changing the Service” are scheduled and administered in line with the requirements outlined in the Service’s Governance Framework.
6. Produce report packs for relevant meetings.
7. Provide an administrative role at scheduled meetings, taking minutes, actions, and decisions.
8. Manage the PMO inbox, maintaining customer service standards.
9. Collate portfolio related management information e.g. highlight reports, closure reports for relevant Boards.
10. Assist in the preparation of other project management documentation where required.
11. Other administrative tasks including stationary orders, purchase orders, meeting organisation.
12. Work effectively in confidential environments and situations, maintaining confidentiality of sensitive information, generating, and maintaining confidential and sensitive files, information and reports and ensure security of this information.
13. Scheduling programme / project training and workshops to internal stakeholders.
14. To be involved with and contribute to the introduction and development of new initiatives, procedures and working methods.

## General

* To always hold yourself and others to a high standard of professionalism.
* Showing your commitment to our values and behaviours as well as making sure confidentiality is maintained.
* Working with other teams internally and externally and having a collaborative approach.
* Help make sure that any services or work we deliver - both internally and externally - are inclusive and accessible.
* To think about our Sustainability Strategy when completing your work, to make sure your work follows the values in the strategy.

**NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.**

## Knowledge, Skills, and Experience

### **Qualifications**

### No qualifications are needed to apply for this job, but there is a requirement to achieve English and Maths at Level 2 by the end of the Apprenticeship. If you do not have these qualifications, the GMCA, and the Apprenticeship provider will help and support you to achieve these during your Apprenticeship.

### **Knowledge, skills, and behaviours**

### **You must be able to demonstrate these essential following requirements:**

* The ability to work accurately and follow instructions.
* The ability to plan work, manage own time, and meet deadlines.
* Good ICT skills, including experience using Microsoft Office.
* The ability to build good working relationships with others, and work as a team member towards a shared goal.
* Good verbal, and written communication skills.
* The ability to deliver tasks to a high standard.
* Be keen to develop a wide range of skills required to work in a busy administration environment.

**During this apprenticeship you’ll have the opportunity to develop:**

### Your understanding of GMFRS’s purpose, mission, values, and vision for the future.

* Your knowledge of the Service’s structure and how your work benefits the Service and the PMO’s customers.
* A practical knowledge of managing stakeholders and their differing relationships to an organisation.
* Your computer skills: to send emails / create a range of documents / presentations etc.
* Your skills producing accurate records and documents.
* Your knowledge of project management, and the role of a PMO.
* Your skills in taking minutes / scheduling meetings / producing board packs etc.
* Your professional behaviour. This includes personal presentation, respect, respecting, and encouraging diversity to cater for wider audiences, punctuality, and attitude to colleagues, customers, and key stakeholders.
* Your personal qualities and values including integrity, reliability, self-motivation, being pro-active, and a positive attitude.
* Take responsibility for your own work, accept feedback in a positive way, use your initiative and show resilience.

## Corporate Duties

*Do not behave in way which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin, or disability.*

*Safeguard at all times confidentiality of information relating to staff and pensioners. Refrain from smoking in any areas of Service premises.*

*Behave in a manner that ensures the security of property and resources. Abide by all relevant Service Policies and Procedures.*

***Records Management / Data Protection*** *- As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal, and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.*

***Confidentiality and Information Security*** *- As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.*

***Data Quality*** *- All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.*

***Health and Safety*** *- All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety, and welfare of those affected by the Service’s undertakings.*

***Service Policies*** *- All GMCA employees must observe and adhere to the provisions outlined in these policies.*

***Equal Opportunities*** *- GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.*