



Head of Project Management Office

Job description

| | |
|-------------------------|---|
| Grade | Grade F of Mind's Salary scales |
| Type of contract | Permanent |
| Directorate | Infrastructure |
| Team | Organisational Change |
| Reports to | Head of Organisational Change |
| Responsible for | Line Management of small team of central Project Managers |
| Location | Flexible, hybrid working, minimum 2 days per week in Stratford/Cardiff office |
| Hours | 35 hrs per week |

About the role

Purpose of the role

As Head of Project Management Office, you will be responsible for the design, setup and ongoing management of Mind's new Project Management Office (PMO). The purpose of this is to ensure that we have effective and robust project delivery across Mind, strengthening our impact in the fight for mental health.

Through the development of our 2021 Strategy, Mind has made a significant commitment to changing the way we work so that we can increase our sustainability, impact and continue to move closer to achieving our mission. In this newly created role, you will lead the establishment of a central Project Management function, supporting the organisation to deliver our strategic ambitions, within a volatile and challenging environment.

You will line manage a small pool of project managers, overseeing their deployment to manage our largest and most complex projects. You will be responsible for resource planning and providing ongoing support and escalation for the project managers, as well as maintaining oversight of live projects and reporting on performance to senior stakeholders.

You will be accountable for the continuous improvement and embedding of Mind's Project Management model. As a key focus in the role, you will be responsible for



building strong project management capabilities across teams within Mind, working with the HR, Learning & Development and Organisational Change teams to identify gaps in capacity and capability.

The PMO is situated within Mind's Organisational Change team, which is accountable for mobilising change across our work in order to achieve our strategic ambitions. As Head of Project Management Office, you will work closely with the wider Organisational Change team and contribute to the embedding functional and cultural change across Mind.

Key Responsibilities

1. [Lead the design and set-up of Mind's project management office](#), establishing the PMO as a central function within Mind
2. [Ongoing management and continuous improvement of the PMO](#), ensuring that Mind has the project management capabilities to deliver large complex projects across our internal operations and strategic implementation.
3. Lead [capacity building to strengthen project management](#) capabilities across the organisation.
4. Lead the ongoing development of [Mind's project management model and toolkit](#)
5. Establish a consistent approach to [oversight and performance reporting](#) of large-scale projects
6. [Maintain oversight](#) of live projects and provide regular performance reports to senior management
7. [Line manage](#) central pool of project managers, leading the recruitment and onboarding of new project managers when relevant
8. [Resource planning and deployment](#) of project managers to projects, working closely with colleagues across Mind to understand need for project management support
9. Work closely with colleagues across teams to ensure that robust project management principles are [embedded in key processes](#) (e.g. programme development and mobilisation)
10. Act as [project management coach and advisor](#) for team and senior colleagues across Mind



11. Be an **agent for change** within Mind, driving forward continuous improvement and working closely with the wider Organisational Change team to mobilise and embed functional and cultural change

Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.



- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

Person specification

Essential criteria

1. Excellent project management skills with significant experience of leading and project managing large complex projects and/or programmes
2. Project Management expertise with a proven ability to apply a range of project management methodologies such as agile project management and scrum approaches.
3. Proven ability to establish credibility with senior stakeholders, excellent influencing skills to build and maintain relationships and work collaboratively
4. Excellent communication (written and verbal) and interpersonal skills with experience of producing reports and presentations for a senior audience, such as Board of Trustees and Snr. management team.
5. Excellent planning and organisation skills to be able to plan and organise work at both a strategic and operational level for yourself and your team, and to deliver work to agreed timescales and standards
6. Experience of leading programmes which contribute to organisational development, and/or capacity improvement
7. Experience of managing a team, providing excellent line management and support to direct reports



8. Excellent self-management skills to work independently, using own initiative and being flexible and adaptable
9. Understanding and experience of performance monitoring and reporting on impact of activities
10. Good decision-making skills and confident in making strategic and operational decisions

Desirable criteria

1. Recognised project management qualification (e.g. PRINCE2, Agile, PMP, AMP etc.)
2. Knowledge and understanding of Mind's mission, vision, values and ambition and what this means in relation to this post and the ability to incorporate this into all aspects of work.
3. Knowledge and understanding of equity and inclusion and what this means in relation to this post and the ability to incorporate this into all aspects of work
4. Understanding and awareness of different organisational development and change management models and approaches