

Portfolio Manager

Department: Ministry of Justice (MoJ)
Unit: Project Delivery Directorate
Location: This role is predominately London based with a minimum requirement of 3 days a week in London.
Salary: Band A
Contract: Full time / Permanent

Summary

MoJ has ambitious plans to reform the justice system and at the same time transform itself into a smarter, simpler and more efficient department. The scale and pace of the reforms is challenging and requires a large portfolio of interconnected policies, projects and business changes to be delivered successfully.

As part of the Portfolio & Assurance team, your key challenge will be to provide a definitive view of change activity across the department to inform key decisions and focus leadership on actions that will support the delivery of change. You will have a passion for delivering change and the personality to lead and influence people throughout the department. Your primary focus will be to maintain a fact-based view of the progress of change activity and dependencies, and to flag cross cutting risks and issues. You will also lead on developing visually engaging ways of presenting information on change to different audiences and lead on the planning and management of work across the Team. Given the size and complexity of the portfolio, you will enjoy working with partners throughout MoJ as well as with data, presentations and plans.

This is a unique opportunity for ambitious, self-starters to work at the heart of MoJ on one of the biggest reform agendas in Whitehall. We welcome applications from high calibre individuals who would like to be involved in leading the team and developing our services.

Key responsibilities

As portfolio manager, you will be required to provide strategic direction and leadership of the team. Your objectives will be to:

- Develop the portfolio management capability across MoJ
- Develop strong relationships with Project and Portfolio offices throughout MoJ and an environment that supports collaboration, openness and transparency
- Maintain a definitive view of change activity, and its progress through planning and delivery stages, that is aligned to strategic, business and financial planning
- Track the progress of projects against key time, cost and quality milestones with a clear view of dependencies and the impact of any slippage
- Work closely with Corporate Finance, Analytics and the Strategy Unit to ensure that data collection and management is joined up and efficient
- Develop simple and powerful tools that enable ExCo and other audiences to quickly focus on the actions to be taken to enable change and unblock issues
- Provide high quality reports and advice to the Executive Management Committee of the Board (and relevant sub-committees) and Ministers.
- Develop mechanisms for measuring benefits

- Liaising with Cabinet Office on the Government Major Projects Portfolio (GMPP)

Skills and Experience

You will have experience of portfolio management and a keen interest in how it can help the department improve the delivery of change. This may come from a background in project planning and delivery, or in data analysis and visualisation. Your skills and experience should include:

- Project planning and performance measurement
- Working with data to provide a view of the whole picture that is more than the sum of the parts
- Developing visually engaging tools and presentations that drive targeted action and key decisions
- Building strong stakeholder relationships that are based on openness and trust
- Working across boundaries, collaborating with and drawing on resources from across government
- Working independently and flexibly with a focus on delivering outcomes, not just following process
- Leading by example and role modelling behaviours that support the successful delivery of change
- Adopting an optimistic and pragmatic approach to solving problems
- Having a knowledge and an interest in portfolio management and delivery methodologies and how to apply them
- Reporting and presenting at board level

Competencies

You will be required to provide evidence of the competencies as set out in the Civil Service Competency Framework including:

Making Effective Decisions

- Push decision making to the right level within their teams, not allow unnecessary bureaucracy and structure to suppress innovation and delivery
- Weigh up data from various sources, recognising when to bring in experts/researchers to add to available information
- Analyse and evaluate pros and cons and identify risks in order to make decisions that take account of the wider context, including diversity and sustainability
- Draw together and present reasonable conclusions from a wide range of incomplete and complex evidence and data – able to act or decide even when details are not clear
- Identify the main issues in complex problems, clarify understanding or stakeholder expectations, to seek best option
- Make difficult decisions by pragmatically weighing the complexities involved against the need to act

Managing a Quality Service

- Exemplify positive customer service behaviours and promote a culture focused on ensuring customer needs are met
- Establish how the business area compares to customer service expectations and industry best practice and identify necessary improvements in plans
- Make clear, pragmatic and manageable plans for service delivery using programme and project management disciplines
- Create regular opportunities for staff and customers to help improve service quality and demonstrate a visible involvement
- Ensure the service offer thoroughly considers customers' needs and a broad range of available methods to meet this, including new technology where relevant

Changing and Improving

- Understand and identify the role of technology in public service delivery and policy implementation
- Encourage a culture of innovation focused on adding value – give people space to think creatively
- Effectively capture, utilise and share customer insight and views from a diverse range of stakeholders to ensure better policy and delivery
- Spot warning signs of things going wrong and provide a decisive response to significant delivery challenges
- Provide constructive challenge to senior management on change proposals which will affect own business area
- Consider the cumulative impact on own business area of implementing change (culture, structure, service and morale)

Delivering at Pace

- Get the best out of people by giving enthusiastic and encouraging messages about priorities, objectives and expectations
- Clarify business priorities, roles and responsibilities and secure individual and team ownership
- Adopt clear processes and standards for managing performance at all levels
- Act as a role model in supporting and energising teams to build confidence in their ability to deliver outcomes
- Maintain effective performance in difficult and challenging circumstances, encouraging others to do the same
- Review, challenge and adjust performance levels to ensure quality outcomes are delivered on time, rewarding success

Leading and Communicating

- Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work
- Clarify strategies and plans, giving clear sense of direction and purpose for self and team
- Stand by, promote or defend own and team's actions and decisions where needed
- Confidently engage with stakeholders and colleagues at all levels to generate commitment to goals
- Lead by example, role modelling ethics, integrity, impartiality and the elimination of bias by building diverse teams and promoting a working environment that supports the Civil Service values and code
- Be open and inviting of the views of others and respond despite pressure to ignore, revert or concede

Seeing the Big Picture

- Anticipate economic, social, political, environmental and technological developments to keep activity relevant and targeted
- Identify implications of Departmental and political priorities and strategy on own area to ensure plans and activities reflect these
- Create policies, plans and service provision to meet citizens' diverse needs based on an up-to-date knowledge of needs, issues and relevant good practice
- Ensures relevant issues relating to their activity/policy area are effectively fed into strategy and big picture considerations
- Adopt a Government-wide perspective to ensure alignment of activity and policy
- Bring together views and perspectives of stakeholders to gain a wider picture of the landscape surrounding activities and policies