

Job Description

Job title	PMO Support Officer	Date August 2025
Reports to (title)	PMO Manager	
Contract/Department	Projects	Revision 1
Location	GSK Stevenage	

Job purpose

Describe the overall purpose of the job in two or three sentences.

This role involves working as a critical part of a complex project team within EMCOR UK on the GSK account and its purpose is to lead and manage the administration and governance of all projects and (sub projects) such that cost, quality, plan, compliance, time, H&S and benefits realisation are controlled and achieved.

The role will ensure that projects adhere to the timelines, and the team is connected to meet the goal of sustainable safe growth. Innovation and betterment of existing documentation whilst standardising and connecting both EMCOR UK ways of working with GSK governance into a streamlined delivery package.

Main responsibilities of the PMO Support Officer include benefits and quality management; stakeholder management; project planning including milestone management; and risk and issue management, and financial management of projects.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Ensure the successful implementation of the PMO's strategy, responsibilities, services and deliverables.
- Monitor programme reporting and assist team in reporting to Senior Management and stakeholders.
- Maintain and record sub-contractor governance to align with client and EMCOR UK regulations.
- Manage and compile Programme related financial (Accruals etc) and KPI information.
- Carry out Site Inductions and toolbox talks when required.
- Ensure the team updates and maintains the GSK Risk management system and change control system.
- Track financial reporting whilst ensuring that the programme and projects adhere to the agreed budget.

Job Description

- Ensure cross-programme dependencies are managed and the dependency log is accurately maintained if required.
- Coordinate project closure to distil good practice and ensure lessons learned are logged.
- Build cohesion within the team and motivate team to produce quality work.
- Provide operational support as necessary to other parts of business.
- Define and embed project control and governance.
- Prepare regular status reporting for the SLT.
- Preparation of Handover Packs, O&M Manuals and Change Controls.
- Knowledgeable and up to date in matters relating to Health and Safety and statutory requirements including CDM Regulations to ensure compliance.
- Any other reasonable duties as requested.
- Ensure weekly audits are carried out to all projects.
- IMS documentation implementation and completion including quality plan, mobilisation delivery, commission and hand over.
- Creation and input into the team's training matrix to ensure compliance with required skills, knowledge & experience (SKE) to deliver projects
- Organise, monitor and enable training/courses for the team (25 people)
- Arrange and prepare project washdowns. I.E. project completion meetings
- Financial oversight and reporting of revenue budget
- Assist team leaders in absence reporting
- Prepare, arrange and chair EMCOR PMF meetings, including document creation and ensure compliant bid is produced
- Arranges client project investment proposal meetings and ensure documents are fit for submission to the client
- Competent in accessing clients financial system in order to request purchase orders
- Be the champion for finance within the PMO
- Assisting in invoice queries from subcontractors
- Raise purchase orders for third-party subcontractors to carry out project works
- Use commercial acumen to ensure project agreements and supplier checklists are appropriately negotiated and signed before purchase orders are sent to the TPC
- Carry out finance workshops and training for the team
- Assist in ensuring accruals are accurately completed within deadlines
- Collaborate with PMs to ensure accurate and up-to-date cash flow forecasting.

Resource responsibilities

Job Description

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

No line management responsibility

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Proven track record for planning, executing, controlling and closing projects and the ability to manage a projects controls and its components simultaneously with minimal supervision
- Experience of managing the complete lifecycle of a project with project teams of 1 to 25 people.
- Strong skills in creating and maintaining project and programme plans, including risks, actions, issues, dependencies
- Knowledge of benefits and risk management.
- Highly proficient IT skills in Word, Excel, PowerPoint, Visio and MS project.
- Excellent written/oral communication skills for reports and presentations.
- Diplomatic ability to influence others at all levels of the business
- Strong and demonstrated ability to build lasting relationships with key stakeholders.
- Ability to competently mediate disagreements and negotiate agreeable resolutions.
- Experience project level financial management
- Personable, pro-active, professional and able to demonstrate full commitment to exceptional customer care and service in all activities. Work as a key leader of the team
- Ability to communicate and interact at all levels of the organisation.
- Maintain effective relationship with client.
- Focus on client relationships and impact on our customer service.
- Handles difficult personnel situations directly, using appropriate discretion, HR advice, and respect for the individual.
- Exemplary communication skills.

Job Description

- Pursue excellence in all aspects of projects.
- Prince 2 qualification desirable.
- ILM3 desirable.
- Knowledge of Power BI reporting desirable.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Will be empowered to hold all PM's to account
 UK Driving Licence and UK travel expected

Line Manager	
Signature	
Print Name	
Date	

Job Holder	
Signature	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	