

## Job Description

<b>Job title</b>	PMO Team Leader	<b>Date</b> May 2026
<b>Reports to (title)</b>	PMO Manager	
<b>Contract/Department</b>	New Works Projects Team	<b>Revision 0</b>
<b>Location</b>	Comet House, Calleva Park	

### Job purpose

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

To support the operational management of the PMO team and ensure the effective coordination of reporting, governance, administrative processes, and day-to-day PMO activities across the New Works Projects Department. To support the PMO Manager in ensuring operational KPIs, reporting requirements, governance standards, project financials and approved processes are consistently achieved and maintained across the PMO function.

This is an inward and outward facing role, responsible for maintaining strong working relationships with stakeholders, supporting operational delivery, and ensuring a high standard of customer service across the department, while providing operational cover for the Business Manager and supporting business continuity across the PMO function where required.

### Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and

- Manage the day-to-day operational activities of the PMO function, ensuring effective coordination of workloads, priorities, and service delivery.
- Direct line management of PMO Administrators, including workload allocation, performance management, development, and support.
- Ensure PMO processes, governance procedures, reporting standards, and administrative controls are consistently followed across all projects and activities.
- Track and report on operational KPIs and management information, ensuring targets are achieved and corrective actions implemented where required.
- Produce accurate operational reports and dashboards for Projects SMT and key stakeholders.
- Act as a key operational point of contact for PMO queries, stakeholder engagement, customer service, and escalations.
- Support the management and monitoring of project documentation, workflows, reporting activities, and PMO systems to ensure data accuracy and governance compliance.
- Support operational administration and project financial management activities, including purchase orders, GRNs, timesheets, project tracking, financial reporting and P&L monitoring ensuring accurate data to support project governance and decision-making.
- Manage operational escalations appropriately, ensuring issues are resolved or escalated in a timely and professional manner.
- Identify operational risks, process inefficiencies, and service issues, supporting continuous improvement across PMO governance, reporting, and operational processes.
- Provide operational support and cover for the Business Manager where required.
- Support business continuity across the PMO function during periods of absence, annual leave, or increased operational demand, including undertaking PMO operational and administrative activities where necessary.

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accountabilities and deliverables for more senior roles.

### Resource responsibilities

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

- Direct line management responsibility for PMO Administrators.
- Oversight of PMO operational processes, reporting accuracy, and data integrity.
- Responsibility for monitoring operational workload distribution and service delivery standards.
- Support oversight of administrative compliance processes and governance adherence.
- Operational responsibility for PMO reporting outputs, coordination activities, and business continuity support across the PMO function.

### Person specification

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

#### Essential

- Experience working within a PMO, project support, operational support, or governance environment.
- Previous people management or supervisory experience.
- Experience producing reports, KPI data, and management information.
- Strong stakeholder management and communication skills.
- Excellent organisational and prioritisation skills.
- Strong problem-solving skills with the ability to use initiative and make operational decisions confidently.
- Ability to manage escalations professionally and appropriately.
- Strong Microsoft Excel skills including but not limited to reporting, formulas, data manipulation, and pivot tables.
- Ability to work independently, manage competing priorities, and support operational continuity where required.
- Positive, adaptable, and customer-focused approach with a strong “can do” attitude.
- Good understanding of project financial processes, including purchase orders, GRNs, cost tracking, forecasting, financial reporting and P&L principles.
- Ability to interpret project financial and P&L information to identify risks, performance issues and areas requiring attention.

#### Desirable

- Experience within projects, facilities management, or construction environments.
- Knowledge of PMO reporting tools and governance processes.
- Experience supporting process improvement activities.
- NVQ Level 3 (or above) in a relevant discipline.
- Full UK driving licence and willingness to undergo SC clearance.

### 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.

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Must be able to achieve and maintain UK Security Clearance status.

<b>Line Manager Signature</b>	
<b>Print Name</b>	
<b>Date</b>	
<b>Job Holder Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

*FOR HR USE ONLY:*

<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	
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