

Job Description

Job title	PMO Manager	Date: July 2026
Reports to (title)	Head of Projects	
Contract/Department	New Works Projects	Review Date: xxx
Location	BAE Barrow	

Job purpose

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

To lead the PMO team to provide critical reports and returns on the New Works Projects Department for OCS and the various customer and client groups. To form part of the Projects Senior Management Team (SMT) to ensure governance, financial control, and adherence to approved processes. This is an inward and outward facing role, responsible for building and maintaining strong client relationships to support successful project deliverables.

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.

- Encourage and support the creation of a functional BTFL culture that embraces and supports Health, Safety and Wellbeing principles and goals.
- Lead the management and monitoring of project documentation and workflows through all applicable gates for projects. Up to Circa £25M annual revenue, there is an expectation to grow this revenue.
- Track and report on key performance indicators (KPIs), internally and contract led, for the New Works Project team, ensuring targets are met and correcting actions are implemented if the KPIs aren't met.
- Act as a key point of contact for clients, ensuring clear communication, strong working relationships, and a positive customer experience throughout the project lifecycle.
- Ensure all enquiries are triaged effectively, with incomplete submissions pushed back to the client with clear and concise reasoning.
- Maintain accurate, detailed records from initial enquiry through to project completion, ensuring structured and accessible storage.
- Manage, lead and develop the admin team, ensuring high standard of delivery and customer service. Overseeing workload allocation and ensuring deadlines are consistently met.
- Oversee purchase orders process, ensuring correct coding, approvals and compliance with company procurement procedures.
- Coordinate administration for <15K LoL projects, allocating resources appropriately.
- Manage the Goods Receipt Notes (GRNs), verifying deliveries and services received.
- Ensure timesheets are completed accurately and submitted on time to support financial tracking.
- Provide accurate summary reporting as required by key stakeholders.
- Support programme-level reporting and communications across projects.
- Manage and maintain New Works Help Desk functions as required.
- Attend and actively contribute to regular stakeholder meetings, internally and client-facing.
- Contribute to strategic decision-making with the Head of Projects at SMT level.
- Monitor and escalate project risks via reporting and mitigations.
- Drive continuous improvement in project administration systems, governance and reporting.

Resource responsibilities

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

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- Direct line management of the Project Management Office Admin team.
- Oversight of subcontractor compliance documentation and H&S requirements.
- Financial awareness to ensure correct categorisation and routing of projects and tasks.
- Management of administrative systems and data integrity for reporting and governance.

Person specification

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

Essential

- Strong operational leadership experience in projects, facilities, or construction environments.
- Proven track record in budget tracking, procurement, and supplier/subcontractor management.
- Skilled in purchase order processing, GRNs and timesheet administration.
- In-depth knowledge of governance processes, quality assurance, and compliance.
- Excellent people management skills, with the ability to coach and develop teams.
- Strong Communication skills, confident at all organisational levels.
- Advanced IT skills, including MS Project.
- Full UK driving licence and willingness to undergo DV clearance.

Desirable

- NVQ Level 3 (or above) in a relevant discipline
- Experience working in high-security or government environments.

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.

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

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

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FOR HR USE ONLY:

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