

## TTRO: HEAD OF PROJECT MANAGEMENT OFFICE

<b>Our purpose</b>	To serve humanity by designing human-centred solutions that transform citizens, communities, companies and countries
<b>What's important to us</b>	Customer Intimacy   Providing the Best Total Solution to our Customers
<b>Our vision</b>	To collaborate with our clients to create transformational learning experiences

This role will report to the Operations Director and is at a senior leadership level.

The **Head of Project Management Office** is responsible for leading a team of individual contributors within the Project Management Office (PMO), overseeing the planning, execution and evaluation of all projects within TTRO. You will provide leadership, guidance, and subject matter expertise to support and drive improvements in all areas of PMO, thereby ensuring PMO is aligned to world-class best practice. You will drive innovations and new technologies to improve on customer experience, which is both internal to TTRO and external to our customers.

A strong relationship with other leaders within the Operations division will help you in setting and delivering on the direction for the Project Management Office (PMO), ensuring high-quality output to produce world-class products, you will need to drive efficiency of current practices, as well as direction for future innovations.

The role requires significant experience in project management, expert-level communication skills, a critical eye for detail, and a passion for connecting people and teams to achieve ambitious goals. Strong leadership skills and demonstrated ability to manage through times of uncertainty and change are critical in this role.

You will need to be someone who brings a high degree of energy to the role and lives and breathes a proactive delivery mindset, role-filling as necessary to meet PMO goals. You will be responsible for leading a team of eight direct reports – one person in our Bid Office Support and seven Project Managers.

Duties and responsibilities include, but are not limited to the following:

- Establish Project Governance structure.
- Provide management reports.
- Prioritise projects as per strategic business objectives.
- Enable team efficiency by facilitating knowledge transfers between departmental project teams.
- Enable resource capacity planning.
- Recommend new processes and tools to achieve advanced project management.
- Streamline and automate processes and workflows to support business needs.
- Addresses problems through risk management and contingency planning and presents solutions and/or options to executive management.
- Ensure effective implementation of solutions/changes.
- Consistent exercise of independent judgment and discretion in matters of significance.
- Mentor and train project managers.
- Clearly communicate roadmaps, progress, risks, mitigation plans, and impacts to senior management and internal cross-functional and remote project teams.
- Steer teams based on business objectives, continuously align teams to those objectives, in the face of ambiguity and aggressive deadlines.
- Create and manage cross-functional plans, collaborating cross-functionally with internal teams (and external vendors if applicable) to define requirements and manage timelines.
- Facilitation of end-to-end scoping / estimation and managing cross-team dependencies.

### **Success Metrics:**

- Standardised methodology and approach to managing projects through best practice processes and procedures.
- Real-time visibility of projects and related data, including risks, across organisation.
- Improved project performance through better processes, governance and communication.
- Alignment with organisational goals through strong collaboration across divisions.
- Reporting to help in business decision-making.
- Mechanisms through which to identify areas of improvement.
- Reduction in project resourcing costs through forward planning and effective resource allocation.
- Improvement in effective resource utilisation.

**Competencies that you will need to display:**

- Business Savvy
- Establishing Strategic Direction
- Building Organisational Talent
- Strategic Influence
- Leading Change
- Coaching and Developing Others
- Driving Execution
- Cultivating Networks and Partnerships
- Operational Decision Making
- Emotional Intelligence Essentials

**Qualifications and Experience**

- 3-5 years' experience in a similar role
- Five + years' experience in leadership and people management
- Project management qualification, preferable PMP
- Strong project management background, preferably in a leadership role
- Experience with project-based process improvements
- Must have worked with Project Management tools; Smartsheet/MS Project/ Asana/ Trello
- Experience in working in an EdTech or digital learning development environment is advantageous

Come and join our innovative and creative team!

*\*Only short-listed candidates will be contacted*