Accent

# Job Description

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| Job title: | Portfolio Coordinator |
| Reports to: | PMO |
| Responsible for: | No Direct line management responsibility |

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

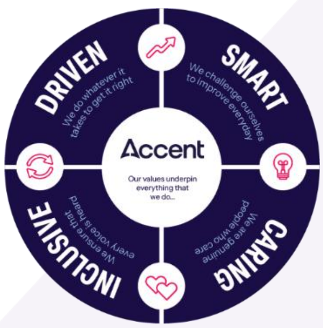
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

Reporting to the PMO, the Portfolio Coordinator provides strategic support and coordination across the organisation's portfolio of projects and programmes. You will enable consistent portfolio governance, demand management, and portfolio reporting by coordinating key activities such as coordinating stage gate reviews, governance forums, dependency log coordination and change control administration. Acting as a central point of coordination, you support PMO continuous improvement processes and decision making. This role is essential in ensuring portfolio-wide alignment and visibility, supporting the successful delivery of transformational change.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As a Portfolio Coordinator, you live Accent's values by providing reliable and effective support across the organisations portfolio. You are Smart in your attention to detail and in maintaining accurate, up-to-date records and governance documentation. You show you are Driven through your commitment to coordinating activities that keep projects moving forward and support timely decision-making.



## Key Responsibilities and Duties

- Supports the entire Business Transformation Portfolio, coordinating activity across multiple programmes and projects.
- Coordinates governance forums, including scheduling stage-gate reviews, preparing agendas, and supporting documentation readiness.
- Coordinates consolidated milestone tracker for all portfolio initiatives.
- Coordinates portfolio pipeline register of proposed projects, supporting demand request logging and tracking from idea to approval.
- Supports central portfolio change register administration, ensuring change requests are documented, impact details gathered, and requests scheduled for governance forums.
- Supports PMO in the portfolio reporting cycle, collating updates from all PMs/programme leads into consistent dashboards and status summaries.
- Coordinates and supports facilitation of weekly delivery calls across the portfolio, capturing progress, risks, and actions. Provides secretariat/admin support for programme boards.
- Coordinates portfolio level risk issue and dependency log, supporting escalation of cross-programme risks to PMO Lead.
- Updates and maintains Portfolio Dependency Log
- Supports data quality checks on portfolio projects to ensure compliance with PMO standards and templates.
- Supports PMO collection of resource forecast data from all projects into a portfolio view.

## The must haves:

- Foundation-level Project Management qualification (e.g. PRINCE2 Foundation, APM, PFQ) or equivalent experience
- Previous relevant experience in portfolio/PMO coordination
- Good understanding of project management methodologies and governance processes.
- Proven ability to coordinate multiple portfolio workstreams in a busy, fast-paced environment.
- Coordinate portfolio planning activities, ensuring projects and initiatives are prioritised, aligned with strategic objectives, and resources are allocated effectively.
- Strong influencing skills to bring stakeholders on the journey and embed data-driven decision-making.
- Champion of change – able to influence adoption of new processes, tools, and mindsets across the business.
- Clear and effective communication skills, able to convey information to both technical and non-technical audiences.
- Comfortable preparing and presenting updates to colleagues at various levels.
- Attention to detail and commitment to maintaining accurate and up-to-date documentation.
- Experience using portfolio or project management tools (e.g., Outlook, Sharepoint, MS Teams, MS Project, JIRA, Power BI, or similar).

## The added extras:

- Experience working in a PMO role within the housing or real estate industry.
- Experience working within a business transformation or change management team.
- Previous experience supporting governance forums and senior leadership boards Experience working in a PMO role within the housing or real estate industry.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.