

# Job Description

Job title:	PMO Analyst
Reports to:	Head of Business Transformation
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.

As a PMO Analyst, you will play a key role in the establishment and ongoing operation of a new Project Management Office (PMO). Reporting to the Head of Business Transformation, you will contribute to the development and implementation of best practices and processes within the organisation. You will work closely with stakeholders across the business to ensure the consistent application of project management practices, provide insightful analysis and reporting on project performance, and help drive the execution of strategic initiatives. Your contributions will be pivotal in ensuring the success of our transformational initiatives and supporting the long-term goals of the organisation.

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.

In this role, you will embody our values by ensuring that all projects you support adhere to high standards of governance and performance management. You will work collaboratively with various stakeholders, fostering trust and providing actionable insights that will drive successful project outcomes. By adopting a proactive approach, you will ensure that project risks and issues are identified early and addressed effectively. Your dedication to excellence and continuous improvement will help the PMO become a driving force for transformation within the organisation, ensuring that our communities and customers benefit from impactful and sustainable initiatives.



## Core Values Alignment

## Key Responsibilities and Duties

- Assist in the development and implementation of PMO processes, standards, and methodologies, ensuring alignment with best practices.
- Support the creation and maintenance of PMO governance frameworks, including project management policies, procedures, and templates.
- Maintain the project portfolio database, ensuring accurate and up-to-date information on project status, milestones, and resource allocation.
- Monitor project performance against key performance indicators (KPIs), providing regular reports to stakeholders on progress, risks, and issues.
- Identify trends and issues within the project portfolio, recommending corrective actions where necessary to keep projects on track.
- Maintain the risk and issue register, documenting and tracking risks and issues throughout the project lifecycle.
- Assist in identifying, assessing, and prioritising project risks and issues, developing mitigation strategies as needed.
- Generate regular and ad-hoc reports on project performance, including budget variance, schedule adherence, and quality metrics.
- Conduct analysis of project data to identify trends, patterns, and areas for improvement, preparing presentations and dashboards to communicate key findings to stakeholders.
- Support the continuous improvement of PMO processes by contributing to lessons learned and best practice documentation.

## The must haves:

- Strong knowledge of project management methodologies, governance principles, and PMO best practices.
- Proven experience supporting project lifecycles or working in a PMO environment.
- Proficiency in project management tools such as MS Project, JIRA, or similar software.
- Excellent analytical and problem-solving skills, with the ability to synthesise complex information and provide actionable insights.
- Strong understanding of project management methodologies (e.g., Agile, Waterfall) and associated tools.
- Experience working in a fast-paced environment with multiple projects running concurrently.
- Strong stakeholder management skills, with the ability to build collaborative relationships and gain buy-in from challenging stakeholders.
- Excellent communication skills, both verbal and written, with the ability to present complex information to both technical and non-technical audiences.

## The added extras:

- 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.