



SHAPING AN
AWESOME
HAMILTON

PORTFOLIO OFFICE SUPPORT MANAGER

INFRASTRUCTURE AND ASSETS

WHY WE ARE HERE

To improve the well-being of Hamiltonians, we need to become the leading community-focused Council, so Hamilton's full potential can be unlocked – making it the best place to live.

The following values - kia urutau/adaptability, kia ngaawari/simplicity, kotahitanga/inclusiveness, kaitiakitanga/guardianship, and kia manawanui/ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

WHY THIS ROLE EXISTS

This position sits within the Infrastructure and Assets group. The purpose of this group is to plan, build, operate, and maintain quality assets and infrastructure.

WHAT YOU WILL DO

The Portfolio Office Support Manager leads a team of Project, Programme and Portfolio (P3) support professionals to implement and manage the enhanced governance reporting, controls, and financial model to support the LTP capital budget implementation for HCCs capital delivery portfolio.

Accountable to the Head of Portfolio Office, this role undertakes the operational activities for full transparency of progress against milestones, budget, deliverables, risks, and issues through the Governance process to the Programme Sponsors, Business Owners, Programme and Portfolio boards as well as supporting the LTP process.

Reports to	Head of Portfolio Office
Responsible for (total number of staff)	7 Direct Reports
Delegation	\$
Budget	\$

KEY OUTCOMES

Some of the **key outcomes** for this role include:

Project, Programme and Portfolio Management Maturity

- Ensures effective implementation of agreed changes to HCCs P3M frameworks and ways of working to ensure alignment to industry good practices (e.g., ANZ ISO 31000 – risk standards, MSP, MoP, Prince2, PMBOK).
- Responsible for and participate in the design and delivery of training, coaching and support to project and programme managers (on behalf of Head of Portfolio Delivery) to enable them to successfully deliver their programme outcomes.
- Oversee the implementation of the P3M frameworks (including change and benefits management) and tools.
- Fit for purpose P3 reporting is developed and implemented, including against LTP.
- Implementing agreed governance structures and processes across the portfolio.
- Ensure that Portfolio Office agreed change activity is embedded and communicated across the organisation via a regular cadence / agreed plan.
- Ensuring appropriate time and cost processes are developed and implemented as per the I&A financial model.

- Ensure that HCC capitalisation policy and rules are adopted across the I&A portfolio.
- Ensures internal 'gate based' reviews are undertaken in an appropriate scaled manner in conjunction with relevant delivery leads.
- Lead and ensure organisation of the ongoing development of the Project Management Community at Hamilton City Council through appropriate communication and development channels (e.g., PM Community of Practice).

Portfolio Management Tool (Psoda)

- Manage the ongoing development of the portfolio management tool for the organisation.
- Ensure that the appropriate training and support is developed and provided for effective use of the portfolio management tool for project/programme professionals across HCC for all new and current users in a timely manner.
- Manage the delivery of agreed quality assurance processes for financial and data management.
- Ensures that in conjunction with the Strategy and Planning Unit, the portfolio management tool is used effectively for the LTP and annual plan process.
- Manage the delivery of budget and financial management processes.
- Manage the development and implementation and ongoing management of transparent, consistent, and visible reporting that supports informed decision making by Sponsors and Governance Groups.

Stakeholder/Relationship Management

- Develop and maintain relationships with leaders/managers within the organisation to support the Head of Portfolio Office in the championing of project, programme, and portfolio management, including but not limited to:
 - HCC General Managers in Sponsor and Business Owner roles.
 - External and internal Programme and Project stakeholders that enhance the integrity and credibility of HCC.
 - Business Services; including Procurement, Finance and People Capability team(s).
 - Other regional and local government partners and agencies as required.
- Develop and maintain a relationship with the Portfolio management tool company in order to ensure that the tool is aligned to ongoing development and maturity of HCCs delivery frameworks.

Management and Leadership

- Leads a team of P3 support professionals to deliver standard and consistent frameworks and processes across the delivery portfolios.
- Manages the input from I&A and other capital investment portfolios into the LTP and Annual Plan processes.
- Supports the Head of Portfolio Office to be a high performing team whose expertise, knowledge and approach is respected and relied upon by others (both internally and externally).
- Maintain and develop the appropriate level of skills within the team through effective development, recruitment, coaching and feedback.
- In conjunction with team members, ensure professional development plans are in place for all direct reports to continually grow and empower your people to deliver optimal outcomes for the organisation.

Health and Safety

- Embed appropriate work practices and culture to ensure a healthy, safe work environment.
- Lead and manage health and safety in your team.
- Monitor and manage health and safety performance.
- Monitor any contractors and/or sub-contractors engaged by your unit.
- Contribute towards achieving all organisational health and safety key performance indicators.

HOW YOU WILL DO THIS

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

YOUR MINDSET, SKILLS KNOWLEDGE, AND EXPERIENCE

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

YOU BRING TO THE ROLE

Essential

- Tertiary degree in Management.
- Qualification in Engineering, or other technical/business discipline.

- 5+ years' experience in a leadership or management role.
- 7 – 10 years' experience in the establishment and/or running of EPMO, PMOs, Delivery functions etc. in large public or private sector organisations.
- Prince2, PMP (PMBOK), MSP or similar qualifications.
- Experience and ability to make operational decisions.
- Proven strong influencing skills within multi-team organisation.
- Meeting facilitation skills.
- Driven to achieve goals with passion and energy
- A drive to influence, develop and build strong virtual teams.
- Excellent written and oral communication skills.
- Excellent interpersonal and communication skills.
- Proven experience in a project management environment.

Preferred

- A minimum of 3+ years' experience managing a wide variety of projects.
- Management of Portfolio (MoP) qualification.
- Experience with Treasury's BBC model.

KEY METRICS OF THE ROLE / SUCCESS FACTORS:

- Supports a LTP Capital Portfolio value of \$200M to \$400M+, maintaining scaled standards, frameworks, and processes to support successful delivery of the capital portfolios.
- Feedback is consistently received from direct reports and other team members that demonstrates sound team leadership and management skills.
- Develop fit for purpose methodology, structures, and capability, set up to manage:
 - complex high value and high-risk programmes
 - low-cost low risk high volume programmes (Government funded and Renewal and Compliance programmes and portfolios).
- Develops and maintain appropriate metrics in place to measure project and programme key indicators, including budget and forecast variances, milestone tracking, scope and variation changes, risk and issue management, benefit realisation progress.
- Implements Change, applicable to Portfolio Support improvements.
 - Initiate and champion the need for change, advocating the need for a better way

- Readily investigates and addresses implemented approaches that are not working
- Distinguishes between change that adds value and that which places proven processes at risk.
- Operational Decision Quality - Makes quality decisions in a complex environment.
- Eight direct reports (and leading a team of circa 13, that flex's depending on the annualized portfolio to be funded).

HEALTH AND SAFETY

- All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing initiatives and programmes as required.

CIVIL DEFENCE

- Completes Civil Defence training and participates in events as required.