**Desired Knowledge / Experience / Skills**

* **A proactive self-starter who is able to develop and maintain effective working relationships with program managers and consultants, and the wider business, becoming a respected point of contact for the PMO**

I work well both on my own and within a team environment. I like to think that I am very level headed and can keep calm in difficult situations. Over the years I have worked in environments which were constantly changing and enjoy the challenge of same.

I like to build relationships from the outset with those I liaise with. I am very approachable and easy to work with, which is very important as my role would very much be a point of contact for those within the PMO.

* **Experience providing Project Management Office (PMO) services on a program or project including;**

At Wincore we had a light PMO, by that I mean very well defined reporting processes by which all managers had to conform to. For example status reports on project implementations had to be produced in the same manner.

There was clear criteria by which issues were categorised. The risk register was open to all to update, but I was responsible for ensuring that items were actioned and that the status in the spreadsheet was current and up to date.

I was also responsible for ensuring that the client received information that was required in a consistent format which were spreadsheets.

A key part of my role was to ensure that everyone was kept up to date with the current state of the project. I did this through a status report in Sharepoint and communicated same weekly via email.

* + **Project planning**

Most of my experience with project planning has been with Wincore, We worked to very tight margins and deadlines. Our project planning was very much templating covering all of the stages that a project would go through

*including requirements gathering*

*third party on-boarding*

*scheduling of implementation and co ordination of an implementation with other suppliers*

*scheduling software upgrades*

*Dealing with customer queries*

* + RAID management

I’ve used a spreadsheet to manage risks and maintained it under change control in sharepoint. Only project resources could access the spreadsheet, which gave a full audit trail.

* + Governance processes including Project Board/ Steering Group support
  + Project status and reporting
  + Change control management
* **Experience in developing materials for PMO governance processes**

At wincore, we had consistent reports which all had the same look and feel and section headings. We used Microsoft word to generate reports from pre-defined templates. Likewise metrics produced from our spreadsheet data all had the same look and feel.

More recently at Vodafone and Aerlingus, I used confluence to keep the teams abreast of changes in relation to procedures and processes around

1. Time sheets
2. Town Hall meetings
3. Event Management and resources for meetings
4. Key updates in relation to the project from Senior Management such as

* Information in relation to new releases
* Bug reports
* The ability to record accurate and concise minutes and actions, and RAID log items
* Experience of working collaboratively across project and organisational boundaries to achieve shared goals
* Good organisational skills and the ability to manage a diverse workload and prioritise amid conflicting demands and busy work periods