

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Manager, Project Management Office (PMO)

**Job ID:** IS3019

**Classification:** Band 3

**Classification Date:**  
(MM/DD/YYYY)

**Branch:** Transformation Services

**Unit:** TIS-Transformation Services

**Reports to:** Assistant Director, Portfolio Solutions

**Security Screening:** Yes

**Union/Excluded** Excluded

### BRANCH DESCRIPTION

The Transformation Services (TS) branch provides enterprise portfolio services to support the execution of strategic plans, service delivery plans, corporate and operational initiatives. Services include project and program planning and delivery through traditional and agile practices; project, program and portfolio processes and standards management and quality assurance; portfolio planning, portfolio balancing and optimization, portfolio financial management, governance, risk management and reporting.

### JOB SUMMARY

The Manager, Project Management Office (PMO) oversees the management of and leads a group of professional staff to deliver project, program and product management and agile delivery services, serving the needs of the Corporation. This position provides tactical input into corporation-wide planning as well as strategic input for branch business planning and service delivery models.

### JOB RESPONSIBILITIES

- Leads a team of professionals to deliver major projects that involve overseeing sub-projects and/or multiple delivery components (i.e. agile, waterfall) consistent with project management and agile best practices.
- Provides strong, effective and highly visible leadership to capitalize on the full potential of the team, ensuring that all employees are motivated and guided to contribute fully to the realization of the corporation's purpose, goals and objectives.
- Provides coaching to staff in relation to their performance, career development, project management and scrum master profession and associated methodology(ies).
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.
- Liaises with delivery teams for meaningful interactions about staff performance and engagement.
- Leads and/or supports the development of the project management and scrum master professions within BC Pension Corporation such as development of career paths, training plans, onboarding materials and leading a community of practice.
- Manages talent attraction, onboarding, development, deployment and retention.
- Striving for operational excellence, contributes to the development, implementation and continuous improvement of project and agile methodologies, standards, templates/tools and knowledge repositories, including delivery of training.
- Audits process execution and monitors quality and compliance to standards and procedures.
- Determines the goals, objectives, and performance measures of the PMO to achieve the defined outcomes.
- Participates in the development of the branch by, determining and providing appropriate resourcing levels (e.g. staff, contractors, forecasting) to deliver the portfolio of projects.
- Develops, maintains and makes recommendations regarding the implementation of new or changed policies, procedures and processes, providing access to process and practice information and subject matter experts.
- Operates as a change champion for staff in the PMO. Assesses impact of change, plans for and leads change within the PMO.
- Develops and maintains a broad range of stakeholder relationships to achieve branch and client objectives including leading consultation sessions.

## EDUCATION

### Degree/Diploma Obtained

### Program of Study

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- Post-secondary Bachelor's degree in information systems, computer science, business administration or a related field. An equivalent combination of education, training and experience may be considered.
- Project Management Professional Designation. An equivalent certification or designation may be considered.

## EXPERIENCE

### Years of Experience

### Type of Experience

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- Five years of experience at a senior level leading major projects of large scale and complexity that have multiple project delivery components.
- Experience managing relationships with senior level stakeholders and leading consultation sessions.
- Four years of recent experience supervising and coaching senior level professionals.
- Experience in business planning, contract management, financial management, and negotiations.
- Experience with multiple delivery methodologies, including waterfall and agile-scrum practices.
- Experience supervising bargaining unit staff is preferred.

## KNOWLEDGE, SKILLS & ABILITIES

- Demonstrated leadership skills with an ability to motivate and influence others and work in a changing environment;
- Ability to represent the organization at senior levels and exercise sound judgment, diplomacy and discretion;
- A good understanding of diverse business environments, and a good understanding of the business drivers, policies and strategy setting processes in these environments;
- Ability to broker healthy relationships across the organization (enterprise through operational levels) to further achieve the corporate goals;
- Demonstrated commitment and proven ability to do effective stakeholder management;
- Strong verbal and written communication skills and interpersonal and negotiation skills;
- Ability to communicate complex concepts clearly and credibly with varied audiences;
- Ability to facilitate resolutions to conflict situations through consensus building and influencing;
- Possesses excellent analytical, problem-solving and decision-making skills;
- Provide leadership, expertise and direction to teams and oversee the work of contractors or Corporation staff in the completion of project work;
- As a team player, contribute to group objectives and enhance output in a team environment through co-operation, collaboration and interaction whilst acknowledging diverse opinions, addressing relevant concerns and working toward consensual solutions;
- Plan, organize, manage and/or participate in complex and concurrent projects effectively and independently within time and resource constraints and taking into consideration your own and other's workloads, shifting constraints, impacts, and priorities and stakeholder objectives.

## CORE COMPETENCIES

### Enabling & Inspiring L3 - Leading Others

Motivating, supporting and enabling others to succeed.

- Gives responsibility to staff based on their competence and capability.
- Creates an environment where others strive for improved performance and productivity.
- Demonstrates respect and effective collaboration as a model for the organization.
- Cultivates an environment of enthusiasm and optimism within the team and across the organization.
- Integrates the contributions of others into organizational initiatives.

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### Leadership Courage L3 - Leading Others

Saying and doing the right thing despite potential risk.

- Acts with the courage of his/her convictions without guarantee of success or reward.
- Recognizes competing viewpoints/interests and seeks common understanding and/or solutions.
- Reassesses position in the face of justified resistance.

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### Insight & Impact L3 - Leading Others

Understanding self and others in order to be a positive influence as a leader.

- Considers competing interests to address key concerns and to achieve desirable outcomes.
- Demonstrates self-assurance/confidence in own core beliefs and values while maintaining connection with others.
- Manages one's emotions sufficiently to allow for, and invite, different perspectives and opinions

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### Navigating Change L2

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.

- Shares information on change in a timely manner.
  - Identifies innovative approaches to deal with situations for which no known precedent exists.
  - Eliminates unnecessary work activities.
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### **Embracing Learning L3**

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Ensures that developmental opportunities and resources are available to employees.
  - Ensures adequate time is made available for staff development.
  - Effectively utilizes the strengths and talents of others to achieve business results.
  - Undertakes development opportunities to meet future organizational needs.
  - Role models continuous learning.
  - Identifies high potential individuals and provides them with targeted opportunities for growth.
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### **Client Orientation L3**

Making it easy for our external and internal clients - seeing things through their eyes.

- Balances client needs with business realities.
  - Represents client needs to more senior management.
  - Provides advice on complex problems and initiatives.
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### **Accountability L3**

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Establishes standards and measures to achieve desired results.
  - Allocates resources and assigns responsibilities to achieve organizational objectives.
  - Supports others in driving behavioural and performance expectations.
  - Entrusts others with responsibility for achieving results.
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### **Inspiring Trust L3**

Inspiring confidence by demonstrating integrity and building credibility.

- Brokers healthy relationships across the organization to further the achievement of business goals.
  - Promotes dialogue and shared understanding on business issues.
  - Communicates complex issues clearly and credibly with varied audiences.
  - Confidently and effectively expresses contrary opinions and own perspectives.
  - Accepts alternate perspectives in support of business interests.
  - Models trust in others to do their jobs.
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### **Decision Making L2**

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
  - Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
  - Uses sound business sense to make decisions.
  - Considers risks when identifying or recommending options.
  - Provides context and rationale for decisions.
  - Provides information to others to support decision making on complex issues.
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### **Organizational Focus L3**

Aligning work priorities, processes and practices to achieve the strategic direction.

- Demonstrates an understanding of interdependencies across the organization (i.e. systems thinking).
- Responds to emerging trends with initiatives that are aligned with the organization's strategy.
- Translates strategic goals into specific operational initiatives.
- Ensures work unit objectives are aligned with the strategic goals.
- Balances short term needs of the organization and its people with the achievement of longer-term goals and strategies.
- Applies understanding of organizational context in dealing with complex issues.
- Aligns business operations across the organization.