

## **Portfolio Manager**

*Location: Maitland House – Southend – On-Sea*

### **Overview:**

The Portfolio Manager is responsible for the day to day management of key projects in a portfolio of change and to support the successful delivery of our business plan.

The role requires effective co-ordination of the portfolio's projects and management of their progress, issue resolution and interdependencies in line with Portfolio Management principles.

The Portfolio Manager is responsible for the overall portfolio integrity, coordination and coherence of the portfolio of projects. They will develop and maintain the portfolio environment to ensure clear mitigation, communication and management of portfolio level risks.

The Portfolio Manager will have direct line management responsibilities for a number of Project Managers and Business Analysts. This includes the coaching, mentoring and development.

This role requires strong leadership, excellent communication skills and robust stakeholder management. It is a diverse, challenging role which gives an opportunity to positively influence our business performance. It will suit someone who is pro-active, with drive and determination – someone who is able to work with people at a variety of levels, and who can maintain composure in occasional pressure situations.

### **Key Responsibilities:**

The Portfolio Manager is responsible for:

- Planning and designing the change portfolio and proactively monitoring its progress, resolving issues, managing dependencies and interfaces within projects and initiating appropriate mitigating actions where required.
- Successful communication and delivery of the change portfolio.
- Carrying out impact assessments against the change portfolio, communicating and managing the results as required.
- Defining the governance arrangements and ensuring effective quality assurance and the overall integrity of the change portfolio
- Managing the change portfolio's budget, monitoring expenditure, costs and reporting against originally defined budget.

- Stakeholder management: communicating with all stakeholders to keep them up to date with progress, issues and developments in change portfolios, providing appropriate briefing to enable them to make informed decisions where required.
- Direct Line Management of staff, including appraisals, personal development plans, coaching and cascading of knowledge.
- Managing resource utilisation across the change portfolio
- Ensuring the delivery of new products or services from change portfolio are to the appropriate level of quality, on time and within budget, in accordance with the change portfolio plan and change portfolio governance arrangements
- Managing third party contributions to the change portfolio, maintaining a close relationship with the suppliers and build a comprehensive understanding of their processes and terminology.
- Working with the IT Service Manager on the transition to business as usual
- Initiating extra activities and other management interventions wherever gaps in the change portfolio are identified or issues arise
- Provide strong control over work stream/project change and assess impact on the change portfolio, including oversight of small change within the change portfolio.

#### **Skills and Experience:**

The individual appointed as Portfolio Manager must have the necessary seniority to be able to take on the responsibilities associated with the role.

The Portfolio Manager should have:

- Line Management experience
- Experience of managing a change portfolio and delivering complex/multi workstream projects, including data migrations
- Effective leadership, interpersonal and communications skills
- Experience of managing third party suppliers
- Ability to command respect and to create a sense of community amongst the members of the project teams
- Good knowledge of techniques for planning, monitoring and controlling a change portfolio of projects
- Sound commercial understanding to support business case and subsequent prioritisation
- Good understanding of the procurement process including negotiation with third parties
- Good knowledge of budgeting and resource allocation procedures

- Sufficient seniority and creditability to advise project teams on their projects in relation to the change portfolio
- Ability to find ways of solving or pre-empting problems

#### **Qualifications**

- Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English
- PRINCE 2 (or other formal project management framework) trained – qualification preferable
- Portfolio Management/Programme Management framework qualification

#### **Competencies:**

- Communication
- People & Personal Development
- Team Work
- Customer Focus/ Results / Excellence

#### ***About Us***

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff well being and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee, seated acupressure massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.