

Role Title: PMO & Knowledge Manager

Team name: PMO

About the role

The PMO & Knowledge Manager role is an important part of the PMO and wider corporate structure. The PMO & Knowledge Manager supports strategic management and planning by being responsible for the corporate risk management process, ICVCM master timeline and management reporting to the Senior Leadership Team and governance committee(s) chairs/ co-chairs. They highlight key information, collate data to identify trends and themes and ensure that KPIs and other performance monitoring indicators are tracked. The PMO & Knowledge Manager also supports our corporate reporting requirements including to funders of ICVCM, working with the Operations Director to ensure that all grant reporting is completed as required.

The PMO & Knowledge Manager establishes the policies and procedures to ensure that all of ICVCMs data is stored securely, setting out clear standards and expectations for data management and ensuring proactive support through query management, training of staff and audits to ensure standards are maintained. They are also responsible for ensuring that ICVCMs data remains secure and managed appropriately, in line with legislation, specified standards and corporate policies

The PMO & Knowledge Manager leads the work to ensure that ICVCM maintains its compliance with GDPR and other relevant information security protection standards .

The PMO & Knowledge Manager will also be responsible for coordinating the ICVCM Business Continuity Planning process, ensuring that corporate and departmental plans and mitigations are in place, and that these are integrated with our existing risk and issue management processes.

By delivering the above the PMO & Knowledge Manager will help enable effective and efficient day to day delivery of ICVCM's vision, mission and objectives as ICVCM grows and develops.

Key duties

- To own, develop, deliver against and maintain the corporate data/information gathering and management reporting processes and procedures.
- To lead on, develop and maintain the ICVCM corporate risk and issue management policies and procedures.
- To develop and coordinate the ICVCM business continuity planning process, ensuring all required plans are in place and regularly updated.
- To support the Organisation Strategy Director in the practical management and compliance with information security, including GDPR.
- To provide oversight, training and audit of internal knowledge/data management and risk/issue management, ensuring ongoing compliance.
- To work with the Senior Leadership Team to embed a robust knowledge and risk management culture across ICVCM.
- To ensure that project/programme benefits, outputs and outcomes are tracked and validated, ensuring alignment with organisational goals
- To ensure that organisation KPI's are effectively recorded, measured and reported to agreed timescales.

- To train colleagues and undertake audits to ensure that ICVCMs data is correctly categorised, stored and recorded in line with established policies and procedures.
- To act as an IT champion within the organisation, utilising applications and AI to streamline processes and procedures wherever possible.
- To support the Organisation Strategy Director in the practical management of compliance matters such as GDPR etc.
- To lead and line manage staff within their area of responsibility and to ensure that they are appropriately trained, developed and motivated
- Update and maintain any allocated ICVCM corporate documentation, policies and procedures.
- Ensure compliance with all corporate governance requirements and policies such as GDPR and information security
- To own the overall development and administration of ICVCMs SharePoint sites
- Proactively manage the master timeline for ICVCM, collating information from relevant stakeholders in order to provide accurate, regular updates to SLT
- Lead on the corporate lessons learnt process, liaising with stakeholders to identify and record positive activity and areas of improvement, and working collaboratively to plan, implement and embed agreed changes across ICVCM.
- Work effectively with various internal and external stakeholders
- Demonstrate and follow ICVCMs values in all aspects of your work
- Other duties commensurate with role as required

Experience

Experience	Essential	Desirable
Demonstrable professional experience (likely 3+ years) in a Knowledge Management, Risk management, Reporting or PMO Manager role, ideally in a NGO, Government, Local Authority, Not for Profit or Charity.	X	
Have experience of leading and delivering data and knowledge management for a team or small to medium (SME) organisation.	X	
Have experience of managing and delivering department or SME organisation level management reporting and familiar with the requirements of effective management reporting.	X	
Have experience of Risk and Issue reporting and process management, at both strategic and departmental level for a team or SME.	X	
Experience of data gathering and using reporting tools such as PowerBi, Project online etc.	X	
Experience of coaching/training teams to achieve best practice and embed culture change	X	
Line and/or matrix management experience	X	
Knowledge, data, PMO and/or risk management qualifications such as P30, MoR, IRM, BCS etc.		X
Experience using MS Project on large timelines		X
Experience of working with/delivering? business continuity processes, ideally within an SME		X
Experience of working in an international, remote environment		X

Skills, Abilities & Attributes

- Ability to work effectively in a complex, environment, establishing positive relationships with non-executive board members, experts, senior members of staff and internal stakeholders.
- Excellent written and verbal English.
- Excellent diplomatic communication skills with a wide range of stakeholders
- Ability to gather, analyse and effectively report and present data to achieve the required outcomes
- Excellent report and presentation writing skills, including a high level of spelling and grammar
- Ability to be tactful and discreet and able to manage sensitive and confidential information in a professional manner
- Meticulous attention to detail whilst also being able to see the bigger picture
- Calm, confident, positive and assertive disposition
- Understand the sensitivities of working in an impartial governance environment
- Excellent IT skills, such as Microsoft 365 (inc. Teams, Sharepoint etc.), MS Project, PowerBi, Copilot etc.
- Flexibility, adaptability, resilient to change and comfortable working in a fast-paced environment
- Strong interpersonal skills
- Positive, can-do attitude with a focus on developing ideas and solutions as part of a team