Job Description: PMO Lead (UK&I)



Function:	Sodexo Corporate Services UK&I	
Job:	Project Management Office/Project Management	
Position:	PMO Lead – UK&I	
Job holder:	N/A	
Date (in job since):		
Immediate manager (N+1 Job title and name):	Deployment & Transformation Director	
Additional reporting line to:	n/a	
Position location:	: Homebased (periodic travel to meet the needs of the role)	

1. Purpose of the Job – State concisely the aim of the job.

The PMO Lead is a new role being introduced into the Corporate Services Deployment and Transformation team to support the growth and retention strategic targets.

- Responsible for having visibility of all aspects of transformation activity, sales opportunities, and operational projects (operational, data and technology) and creating a clear, accurate and reliable tracking dashboard.
- To establish and maintain project management standards, processes, governance and best practices, ensuring that projects are executed in line with Sodexo standards.
- To optimise the use of resources within segment to underpin the segment's overall delivery plan.
- Instigate the right cadence of communications to key segment stakeholders.
- To be a dynamic self-starter who can support Sodexo teams by incorporating data and insights that will impact the overall delivery plan.
- Collaboration with key stakeholders: Operational Leadership, Sales, Marketing, Technical SMEs within segment and the Tech and Services platforms.
- Identify risks and issues and support with driving critical decision making at a senior leadership level.
- To robustly manage the forecasting of resource and tease out clash detection issues for deployment and mobilisations.

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.								
	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	565
Revenue:	EBIT margin:	tbc						
CS/E&R combined	Revenue:	€54m			Outsourcing growth rate:	n/a	HR in Region	Yes
Combined	Cash conversion:	tbc						
 The ability to manage a portfolio of projects outputs that provides a clear view of transformational activity. To illustrate projects and deployments deemed off track so the benefit realization impacts can be understood by senior stakeholders. To be cognisant of sales and retention pipeline by working closely with Sales, Account Directors, and the Deployment & Transformation Director. Thrive in a fast-paced environment with rapidly changing priorities. You must foster a culture of trust, teamwork, and continued improvement both personally and professionally. 								

- Possess methodical, creative and compelling dashboard information at a frequency required to maintain project goals and timeframes.
- This highly facilitative role requires a combination of focus and flexibility, project management capability and willingness to play an active role with a wide range of Sodexo stakeholders to create clear decision making and agreed TOR outcomes.
- 3. Organisation chart Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



- **4. Context and main issues** Describe the most difficult types of problems the job holder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.
- Consolidation of, and gathering real-time, accurate data
- Stakeholder management
- Be cognisant of the details contained within the Regional Roadmap and how that distills to the Segment Execution Plan
- Lead, promote, advocate the use of systems and technology deployed as part the Regional Roadmap
- 5. Main assignments Indicate the main activities / duties to be conducted in the job.
 - Establish a Project Management Office function within Corporate Services and in collaboration with key stakeholders, create and maintain an in-year business plan which articulate PMO goals integrating information within the Segment Execution Plan
 - Managing small sprint projects using Prince 2 methodologies
 - Be the Corporate Service Segment Initiative Lead (SIL) lead for select IS&T/Digital projects.
 - Creating, tracking, and Managing projects using Microsoft packages, Canva (or similar) and Smartsheet
 - Ensuring projects have robust governance in place which is suitable, and the true statuses are reported.
 - Work directly with operational leadership to keep track of their evolving requirements.
 - Promote and advocate the technology and systems being deployed.
 - Create and deliver compelling and in-depth presentations to enable the Deployment and Transformation
 Director to report to diverse leadership audiences to enable informed decision-making.
 - Understand the required stakeholders to deliver any given project, bid, mobilisation and stabilisation phases.
 - Work with data from multiple sources to ensure integrity is embedded into all projects which will underpin reporting accuracy.
 - Work with Sodexo stakeholders (at all levels) to ensure accurate, standardised and timely reporting can be compiled.

- 6. Accountabilities Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.
 - Translating project statuses into actionable reports to improve the overall deployment process.
 - Create and maintain project governance standards.
 - Maintain the repository of operational issues which may include technology, connectivity, operational processes
 - Ensure that all projects, deployments and operational activity is planned
- 7. Person Specification Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Ability to:
 - Discuss business objectives, business outcomes and deployment activity.
 - o Formulate and communicate a PMO in-year business plan.
 - o Present topics in a clear and concise manner to many levels of technical skill sets/ audience sizes.
 - Communicate technical information clearly and concisely in written/visual communications.
 - Leverage data analytics to inform recommendations or decisions.
 - o Escalate with calmness, by providing clear and accurate risks and issues.
 - Be Resilient and create clarity of thought under pressure.
 - Work in a fast paced, changing (and sometimes trying) environment.
- To enjoy reviewing multiple data sources which enables accuracy with project updates
- To hold a solution led mindset and with the ability to create plausible and realistic mitigation plans
- Flexibility and capability to function in a high growth environment.
- Lead by example and influence governance processes
- Multi-level stakeholder management experience
- Experience of Sodexo's operating model
- Strong collaboration skills, preferably with experience across matrixed organizations
- Excellent communication skills both written and verbal.
- Operate with transparency, integrity and respect that reflects a positive attitude.
- Gathering and sharing lessons learned to feed into continual improvement.

Minimum Qualifications

- A minimum of 5 years' experience in Project Management
- Project Management Certification (APM/PMI/Sigma/Prince2) or similar
- Demonstrable PMO responsibility and qualification

Desirable Qualification

IPMO Foundation, CSM or similar

Other relevant information

- To attend meetings and training courses as requested
- Willingness to travel and work the necessary hours to deliver the outputs of the role.
- Travel is required to help with delivery of the strategy however, where we are able, we greatly promote the use of the video conferencing where appropriate.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks

and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

R	Competencies	Indicate which of the Sodexo core competencies and any professional competencies that the role requires	
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 Growth, Client & Customer Satisfaction 	 Leadership & People Management
 Planning and Organising 	 Innovation and Change
 Brand Notoriety 	 Creative thinking
 Employee Engagement 	 Rigorous Management of Results
 Industry Acumen 	 Analysis and Decision Making

9. Management Approval – To be completed by document owner

Version	1	Date: March 2024	
Document Owner	Matthew Williamson		

10. Employee Approval – To be completed by employee

	Version	1	Date	
	Job holder's			
	signature			