

## NORTHUMBRIAN WATER GROUP

### JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Centre of Excellence Analyst</b>	<b>REPORTS TO</b>	<b>Centre of Excellence Manager</b>
<b>DIRECTORATE</b>	<b>Assets Directorate – Programme Management Office</b>	<b>LOCATION</b>	<b>Durham. Pity Me</b>
<b>DATE</b>	<b>2023</b>	<b>GRADE</b>	<b>9</b>

<b>PURPOSE</b>	<p>As part of our ambition to become a National Leader in the UK Water Industry, we continue to challenge ourselves to deliver reliable and resilient services, and an unrivalled customer experience. It is not enough that we achieve these goals today, but rather we need to develop innovative and sustainable solutions that continue to benefit our customers and the environment well into the future.</p> <p>This role is essential to realising these ambitions and is ideal for a motivated professional with experience in a fast-paced Programme Office (PMO) environment. Reporting to the Centre of Excellence Manager, the individual will be responsible for supporting the development of a new Centre of Excellence (CoE) function within the Northumbrian Water PMO, developing, embedding, and improving on business processes, tools, and systems. This role will be responsible for supporting the Centre of Excellence Manager in ensuring our projects and programmes adopt this best practice to maximise benefits delivered from Northumbrian Water’s delivery.</p> <p>The post-holder will require a thorough understanding of project governance and controls, as well as a proven track record of supporting efficient project and programme delivery, ideally in the UK Water Industry. The individual will require good experience of supporting high-performing teams or senior individuals to ensure fulfilment of business-critical activities, as well as an aptitude for developing mutually beneficial relationships and influencing delivery through effective communication.</p>
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<b>ACCOUNTABILITIES</b>	<ul style="list-style-type: none"> <li>• Supporting the CoE Manager in ensuring the CoE discharges its responsibilities to the highest standard. This will include coordinating CoE activities, administrative support, and communicating best practice standards and guidance.</li> <li>• Take accountability for supporting the development, maintenance, and communication of business processes, project controls, resource planning, and best practice procedures.</li> <li>• Reinforce the role, responsibilities, and purpose of the CoE across the PMO and broader Northumbrian Water operations, acting as a representative for the CoE in meetings and cross-function discussions.</li> <li>• Support the CoE in influencing delivery through developing and maintaining professional, open and honest, working relationships across Northumbrian Water.</li> <li>• Enable resilience and flexibility within the CoE to support the PMO in discharging its full responsibilities through shared resources and effective business planning.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Role model Northumbrian Water’s core values and behaviours to create a productive working environment that prioritises collaboration, safety, and wellbeing.</li> <li>• Ad hoc support for CoE and wider PMO workstreams as required, including Investment Planning, Benefits Management, Performance Reporting, Risk, and Change Management.</li> <li>• Coordinate and lead routine activities to ensure the CoE meets monthly reporting requirements and predetermined expectations. This will include contributions to Performance Reporting, Risk, and monitoring project and programme compliance with best practice standards.</li> <li>• Accountable for CoE document management, record keeping, information management and infrastructure.</li> </ul>
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<b>EXPERIENCE REQUIRED</b>	<p><b><u>ESSENTIAL</u></b></p> <ul style="list-style-type: none"> <li>• Proven experience of <u>either</u> supporting the delivery of complex projects or programmes <u>or</u> supporting the full range of PMO outputs as part of a centralised function. This should include a strong understanding of project controls, governance, and reporting.</li> <li>• Proven stakeholder management and communication skills to influence the project and programme community in adopting best practice and manage relationships across varied disciplines and levels.</li> <li>• Experience in ensuring business processes, guidance, and standards are maintained, communicated, and understood. This includes prior experience of communicating complex, technical, or procedural information to a varied audience.</li> <li>• Significant experience of Microsoft packages, including MS SharePoint, Word, Excel, and tools used to support successful delivery of projects and programmes, information management, and excellent data management.</li> <li>• Proven experience of supporting and contributing to high-performing teams to a successful end, ideally in a PMO environment.</li> <li>• Experience of routine performance reporting and project management tools, including risk, data analysis, and preparing presentations to inform senior level decision-making.</li> <li>• Prior experience of effective document management and record keeping, including an understanding of information management and file management structures.</li> </ul> <p><b><u>USEFUL</u></b></p> <ul style="list-style-type: none"> <li>• Qualified to a degree level in an appropriate project, programme, or engineering discipline, e.g., business management, information management, project and programme subjects.</li> <li>• A proven track record of using PowerBI to inform decision-making and project tools to ensure delivery to time, cost, and quality.</li> <li>• Experience using enterprise-wide accounting software to support cost control functions, investment planning, and financial management.</li> <li>• Fulfilling a project and programme role, or supporting a PMO function, in a wider change or transformation programme.</li> </ul>
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**SKILLS AND  
COMPETENCIES  
REQUIRED**

**ESSENTIAL**

- An ability to work well under pressure, managing different priorities to agreed deadlines.
- Excellent verbal and written communication skills, able to exchange information clearly and concisely while tailoring the approach to suit the audience.
- Customer and outcome focussed, understanding the needs of internal and external stakeholders, while being driven to deliver results.
- Process and procedure driven to successfully identify and embed best practice.
- Strong attention to detail, data analysis, and assurance capabilities.
- Ability to challenge proactively and effectively, resolving conflict or difficult conversations to a mutually beneficial end.
- A clear commitment to continuous improvement and motivation to evolve not only their own skills and the CoE, but also the capability of the PMO as a whole.

**USEFUL**

- A recognised formal project, programme, or PMO qualification, or appropriate equivalent is preferred. This includes P3M qualifications such as APM, Agile, PRINCE2 and MSP.