Sagacity

Project Management Office (PMO) Manager

Location: UK
Role Type: Permanent - Full Time
Job Location: Hybrid Working - minimum of 2 days a week in our London office

About Sagacity

Clever with data... combining data, insight, and action to drive value

Sagacity are the data intelligence people. Our proposition is simple: we help consumer facing businesses increase customer engagement and make more money. How do we do it? We dig into the data businesses already have, and combine it with our data, insight, and action. Think of us as data co-pilots for sales, marketing, ops, billing, credit and debt - clients typically see 5x returns within the first few months.

Founded in 2005, we are a customer-centric business with a World Class +82 Net Promoter Score. We believe data should be at the heart of every company and while we are sector agnostic, primarily our clients are in the financial services, retail, energy, telecoms & media, water, and not for profit sectors.

We are a purpose led company and we believe that purpose comes before profit. We work as one team both with clients and internally, and are trusted to deliver quality in our standards and in achieving successful client outcomes. We are open, honest and communicate in a jargon-free, collaborative way, with all our teams being agile and curious, and continuously learning to achieve our purpose. We believe that if we achieve our purpose then everything else will follow

Project Management Office Manager

Responsibilities

- Provide senior-level oversight of resource planning and capacity management, ensuring accurate forecasting, reporting and alignment with client commitments (including Chairing of the weekly Resourcing Forum)
- Support portfolio-wide quality assurance, ensuring key deliverables meet agreed standards and reflect Sagacity's brand and values (including leading regular PMO audits to assess project health)
- Produce and govern monthly portfolio, performance and governance reporting for Senior Leadership and Board
- Chair senior delivery and operations forums, providing visibility of the delivery pipeline, change control, risks, issues and upcoming resource demand
- Enforcement of Sagacity's standards and compliance with delivery frameworks / processes
- Where required, oversee the planning, governance and delivery of internal strategic change initiatives, ensuring alignment to Sagacity's delivery roadmap and internal approval processes
- Own the governance and reporting of client feedback, ensuring insights drive measurable improvements in delivery performance and ways of working
- Define, implement and continuously improve operational processes and controls to maximise efficiency, consistency and scalability across Sagacity
- Own and continuously enhance Sagacity's PMO framework, including project tools, standards and templates, ensuring consistent and high-quality delivery across all client projects
- Provide coaching, guidance and leadership to project and delivery teams to embed best practice, strengthen capability and ensure compliance with PMO standards
- Own the interface between the PMO and Finance, ensuring project financial data is accurate, consistent and actionable
- Own the interface between PMO and Sales, ensuring sales pipeline insight is utilised for portfolio planning, resourcing forecasts and proactive risk identification, enabling smooth mobilisation and delivery of client projects

Requirements

Knowledge and Experience

Essential:

- Proven experience operating at Senior PMO / Portfolio Management level
- Strong expertise in portfolio, programme and project governance, including standards, controls, reporting and assurance at Senior Leader and Board level
- Experience of resource and capacity planning in a chargeable environment, including utilisation forecasting and demand management
- Proven ability to work closely with Sales to interpret pipeline data and translate opportunities into delivery and resourcing plans
- Proven ability to work closely with Finance on budget management, forecasting, margin control and commercial performance reporting
- Strong knowledge of PMO frameworks, with the ability to design, implement and continuously improve them
- Excellent stakeholder management and influencing skills, with confidence operating at a senior level

Desirable :

- Experience in a scaling / high growth environment
- Formal qualifications or accreditation in PMO, portfolio, programme or project management (e.g. MSP, PRINCE2, Agile)
- Experience implementing or optimising PMO tooling (e.g. PPM systems, resource management tools, reporting platforms)
- Experience of coaching and developing delivery teams and embedding best practice across an organisation

Personal Profile:

- Delivery-focused with a track record of managing complex portfolios and ensuring high-quality outcomes
- Quick to learn, adapt and implement new frameworks, processes, and tools
- Exceptional communicator and influencer, skilled at engaging senior leaders, stakeholders, and teams
- Collaborative approach, promoting high performance and consistency across projects
- Detail-oriented and curious, applying and monitoring robust quality standards, governance, and controls

People at Sagacity

Success in any business is ultimately about its people; their skills, personality, attitude, qualities, dedication and enthusiasm. We recognise the value of our people and their commitment to working together to achieve successful outcomes.

At Sagacity, we:
- believe working with our clients collaboratively delivers better results
- coach and mentor our clients' teams so our data and solutions live on after our assignment ends
- believe in delivering benefits as we go along

We achieve this through our core values:
- One Team
- Quality Delivery
- Trusted
- Agile & Curious
- Open, Honest, Simple Communication

If you would like to join a unique working environment, with a sociable culture, where work is done a little bit differently – and we believe 'better' - then we look forward to hearing from you!