



**University of
East London**

Pioneering Futures Since 1898

JOB DESCRIPTION

Job Title:	Programme Controls & Reporting Manager
School/Service:	Estates & Facilities Management
Grade:	G
Campus:	University-wide
Responsible to:	Director of Projects & Estates Development
Responsible for whom:	1 x Data Officer
Liaison with:	Projects & Estates Project Team, UEL Business Partners, Deans of Colleges, Head of Schools and Directors of Services, Local Authorities; Consultants and contractors

ABOUT THE UNIVERSITY OF EAST LONDON:

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year [Vision 2028 strategic plan](#) led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

THE DEPARTMENT:

The Projects & Estates Development Team (PED) are a part of the Estates & Facilities Directorate at the University of East London. The PED team is a diverse customer focused team dealing with the project lifecycle of project management for numerous developments, new-build and refurbishment projects across the university estate. The Department consists of; 1 x Director of Department, 3 x Project Managers, 2 x Assistant Project Managers, 1 x Space Manager, 1 x Assistant Space Planner, 1 x Commercial Manager, Programme Controls & Reporting Manager, 1 x Data Officer. PED is also supported by other Delivery Partners in the University such as; IT, Health & Safety, Facilities, Maintenance, Procurement, Finance and Sustainability.

JOB PURPOSE:

The ideal postholder will have experience at project, portfolio and programme levels for controls and reporting on design, procurement and project management across Estates Development and be responsible for the successful management & co-ordination of the governance & reporting requirements including interdependencies. The postholder reporting to the Director of Projects and Estates Development will engage with internal and external stakeholders to create and foster the delivery of data to support the wider vision and objectives of the Projects & Estates Development Team. They will take the lead on operational tasks and have responsibility for creating and effectively managing Portfolio-wide controls, governance and reporting procedures to meet all performance objectives.

The post holder will be responsible for providing high quality, efficient and effective support to the team & Director of Projects & Estates Development across the full range of their duties, including preparing, monitoring and updating of the department project, portfolio & programme level dashboards, periodic reporting including priority papers and briefing for Boards.

You will take the lead in dealing with project controls and reporting for multiple delivery projects all at varying stages and ensuring that all data and documents are properly captured for performance analysis management, reporting and stage gate approvals

You will effectively support the delivery of defined projects and business as usual activities within the Projects & Estates Development Team in areas such as data management, departmental planning, governance and reporting

The post holder will need to work effectively with the Estates Senior Management Team and all necessary/identified stakeholders to take forward the Projects and Estates Team's strategy and deliver department objectives.

MAIN DUTIES AND RESPONSIBILITIES:

- Responsible for establishing, planning, coordinating, monitoring internal governance & reporting framework for Projects & Estates Development (PED). Ensuring this is aligned with the University financial reporting, planning round, Board meetings, audit/review cycles
- Responsible for maintaining the overall integrity and coherence of the PED Portfolio to align with the University priorities, by the preparation, regular update, co-ordination, maintenance and tracking progress and delivery of the Department delivery data (qualitative & quantitative) and schedule using industry standard software e.g. MS Project or similar.
- Responsible for all reporting activities, monitoring progress at project, portfolio and programme levels at appropriate intervals to the PED team and Director.

- Develop reports and dashboards as necessary to provide comprehensive PED portfolio performance analysis, support management decision-making and meet all stakeholder deliverables.
- Compile data for monthly reports and ensure accuracy and undertake and control ad-hoc reporting requirements as required.
- Take the lead on data, analytics and visualisation, on the maintenance, introduction and implementation of intelligence products, providing new intelligence, to innovative data applications use and tools empower the Department with data tools and insights.
- Develop and drive forward the key objectives of the PED Team to facilitate the delivery of high-level priorities and ensure that issues & risks that impact on delivery are identified, reported and managed effectively.
- Design, plan and actively monitor at project, portfolio & programme levels, highlighting to the Project Manager(s) / Director for early resolving all issues and ensuring corrective action as necessary.
- Develop and maintain a disciplined application of consistent data structures. Ensure the overall effectiveness of quality assurance and the overall integrity of the project, programme and portfolio data, governance, reporting & controls
- Responsible for the co-ordination of policy and governance processes ensuring required approvals and governance is in place for any decisions and the department / University procedures are fully complied with.
- Work flexibly (including agile & remote working) with colleagues from other parts of Projects and Estates or more widely in the University
- Ensure all duties are undertaken in accordance with the policies and procedures of the Projects & Estates Development Team.
- Responsible for proactively developing and maintaining a range of administrative systems to support the management of the department and ensure a clear audit trail.
- Contribute to the formulation of plans and direction on all University Project and Estates Development issues.

Supporting Duties

- Reporting can include information on progress against schedule, the achievement or re-forecasting of milestones, risk, opportunities, financial information, scope change, impacts on third parties, plus other information as directed by a report's key recipients
- Build and maintain relationships with senior stakeholders and data owners across Projects and Estates Development including delivery partners (both internal & external) to transform the behaviours of the team to understand the value of data (qualitative & quantitative), insights and analytics.
- Ensuring that all outputs from data analysis are of high quality, meet the requirements of the University and are delivered in a timely and cost-effective way.
- Department administration and support.
- Support decision making across the Department, providing insights to the team and stakeholders through analytics and accurate reporting, a department risk register and related programme management tools and techniques.
- Support the delivery of projects and services within approved budgets, provide monthly financial reporting and ensure expenditure to monthly budget profiles. Maintain a project

reporting database, attending & presenting periodic reviews and other meetings to report on programme performance & governance

- Maintain a robust and effective physical and computer-based filing system (e.g. managing indexing and issuing of documents).
- Maintain due diligence, professional standards and motivation at all times.
- Maintain adequate professional training appertaining to the role.
- Ensure that confidentiality is maintained in all matters, in particular regarding sensitive commercial requirements in accordance with the requirements of the GDPR and Data Protection Act and Freedom of Information Act.

In addition to the duties set out above, you may from time to time be required to undertake extra duties necessary to meet the needs of the University. Duties will be commensurate with the responsibilities and grading of the post.

Health and Safety

- To promote and work in a safe and healthy manner always ensuring statutory and university health and safety requirements are always complied with.
- Manage projects in accordance with statutory health and safety requirements and in particular construction, design and management regulations.

Sustainability

- Support the University's ambitious programme to work towards Net Carbon Zero.
- Estates and Facilities Service aims to be an exemplar in the way it embraces sustainability, embedding the principals of health & wellbeing into what we aim to deliver and meets its corporate social responsibility. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day-to-day activities and adhere to university policies on sustainability, waste, resource usage and governance.

PERSON SPECIFICATION

EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:

Essential criteria;

- Degree level qualification in Construction / Project Management or related field.
- Experience or qualification in a recognised programme/project management methodology, e.g. MSP, Prince2, Agile (C/I)
- Excellent Microsoft Excel skills
- Excellent digital skills e.g. Microsoft Office 365, PowerBI and MS Project skills

Desirable criteria;

- Appropriate professional qualification or willingness to work towards full membership of a relevant professional body such as CIPS/ NVQ level 4, CIOB, RICS, APM (A/C)
- Highly analytical and ability to use data to support and inform strategic planning and delivery

- Ability to understand the sensitivities in relation to the information that they will handle and communicate as part of working on a complex and important projects, portfolio & programmes
- Ability to communicate confidently at all levels within the University both internal and external stakeholders
- Experience of managing business transformation, with prior experience in working with internal departments/functions to bring together complex data sets and programmes of work.
- Good organisational skills and the ability to identify and address changing and conflicting priorities whilst meeting deadlines and ability to use own initiative in a diversity of situations.
- Good oral and written communication skills in order to provide clear, concise and accurate information and to ensure effective liaison with officers at all levels and representatives of external organisations and to present information at seminars and meetings with staff or members of the public and their representatives.
- Good interpersonal skills with the ability to negotiate with the commercial and public sectors

KNOWLEDGE AND EXPERIENCE:

Essential criteria

- Ideally Project Management qualifications for example MSP / APMQ / Prince 2 or Agile experience.
- Demonstrable experience within Programme Controls & Reporting across all project life-cycle stages working for a large complex organisation. (A/I)
- Advanced data analytics and problem-solving capabilities
- Knowledge of best practice in Programme Controls & Reporting, Stage Gate Governance and Risk / Issues Management (A/I)
- Experience of managing governance, drafting reports, procedures, instructions and user-friendly guidance notes
- Knowledge of Statutory Regulations and Health and Safety practices, together with an awareness of Sustainability and Wellbeing in the workplace.
- An awareness of diversity, equality & inclusion issues and a commitment to ensuring appropriate policies are adhered to.
- Understanding of the need to maintain confidentiality and the ability to deal with sensitive issues, particularly in respect of commercially sensitive issues.
- Consistently offer direction and instruction on all project, portfolio & programme levels and reporting operations.
- Assist the Director of Projects & Estates Development in the management of working relationships with both internal and external stakeholders
- Successfully deliver Programme Controls & Reporting functions — preparing and maintaining project plans & reports, cost monitoring, planning and scheduling, applying change control, risk management and project reporting (A)

Desirable criteria

- Good stakeholder consultation skills and experience in managing delivery partners

- Knowledge/awareness of appropriate legislation relevant to the related industry and in particular a HEI environment
- Experience of using a range of information technology applications including commercially available property data bases, together with good keyboard skills and an awareness of the ways in which IT applications can be utilised in the context of the work of the section.
- Experience / skill working with data (e.g. databases, Excel, statistics). Previous experience of willingness to learn to apply Power BI.
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PLANNING AND ORGANISING:

- Ability to work on own initiative and organise workload effectively (I)
- Plans, prioritises and organises work to achieve objectives on time
- Uses all necessary and appropriate levels of IT skills to promote effectiveness and efficiency of information dissemination including: MS Office 365, Intranet/Internet, Electronic Document Management Systems and any other systems necessary for the fulfilment of the role.

TEAMWORK AND MOTIVATION:

- A positive team player who proactively supports activities and is confident to chase progress information (A/I)
- Ability to manage multiple work streams and to maintain the momentum of progressing them to timely and satisfactory conclusions.
- **their ability to facilitate good communication and co-operation between project team members.**

COMMUNICATION:

- Excellent verbal and communications skills including report writing, presentations, and interpersonal skills for working at all levels inside and outside of the organisation. (I)
- Ability to ensure that accurate & timely information is passed onto the most appropriate people in a timely fashion.
- Is involved in internal or external networks to pursue a shared interest and contribute to building and strengthening working relationships, sharing information and ideas to help others develop their practice/area of work.

LIAISON AND NETWORKING:

- Experience of effectively dealing with people in a complex organisation with multiple internal and external stakeholders at all levels (A/I)

ANALYSIS AND RESEARCH:

- Ability to build and analyse data sets (qualitative & quantitative), producing reports/dashboards and spreadsheets (I)
- Seeks out best practice and looks to improve or develop better ways of working

- Contributes to advancing professional practice/ research in own area of specialism developing internal and external networks relevant to field of work

INITIATIVE AND PROBLEM SOLVING:

- Demonstrates exceptional problem-solving skills using high level proactiveness, initiative and creativity.
- A self-starter able to work on their own as well as part of a project team (I)

SKILLS AND ABILITIES:

- Good client facing skills (I)
- Good analytics and numeracy (I)
- Good IT skills with ability to use Project Programming, MS Office and appropriate software. (A/I)

OTHER ESSENTIAL CRITERIA:

- Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (I)
- To undertake continuous personal and professional development, through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Commits to own development through effective use of the University's appraisal scheme and staff development processes.
- Builds and maintains positive relationships with internal and external clients
- Ability to meet Service Level Agreements by collating feedback and views from customers and keeping up to date with market trends and service developments.

Criteria tested by Key:

A = Application form

C = Certification

I = Interview

T = Test