

PMU Business Manager (HEO)

Department of Infrastructure – Project Management Unit

Job Title:	PMU Process Manager
Grade:	Higher Executive Officer (Pay Band 19)
Responsible to:	Head of Project Management Unit
Responsible for:	Project Coordinator-(direct line manager) countersigning manager for a team of 1 x Project administration 2 x project librarian (AO).

Job Purpose

The Business Manager for the Project management Unit (PMU) will be responsible for overseeing the operational and business functions of the PMU, ensuring smooth coordination between project management and business operations. This role is pivotal in managing resources, budgets, timelines, and stakeholder relationships to ensure the efficient delivery of projects and the achievement of business goals.

Key responsibilities include:

- Managing day-to-day operations of the PMU, ensuring all processes and activities are aligned with the organisation's strategic objectives.
- Overseeing the planning, budgeting, and resource allocation for projects, ensuring they are completed on time, within budget, and to the highest standards.
- Collaborating with project managers, operations teams, and senior leadership to streamline workflows and improve overall operational efficiency.
- Developing and implementing business strategies to optimise performance and achieve long-term objectives.
- Monitoring and reporting on key performance indicators (KPIs), identifying areas for improvement, and driving continuous improvement initiatives.
- Ensuring compliance with regulatory requirements, internal policies, and best practices.
- Acting as a liaison between internal teams, clients, and external partners, ensuring clear communication and alignment on business objectives and project deliverables.

This role requires a proactive, solutions-driven individual with strong leadership, organisational, and communication skills to support both business operations and project management functions.

What will you do?

You will lead, coordinate, implement, and monitor Process improvement of Project Management Unit programmes, projects and compliance and governance that will ensure the Unit is working in line with IOM Government Policies and procedures and best Project governance.

Day to day you will also manage the team that will co-ordinate the compliance and business/secretariat functions, information governance and corporate governance structure and decision making framework, ensuring all necessary information is provided to the Head of Project Management Unit and the Senior Project Managers.

What does that involve?

Your duties will include assisting the Head of Project Management Unit in reviewing the way in which the unit transacts its business, to ensure that the decision making process continues to be underpinned by robust and transparent governance structures.

You will advise and support the Head of the Project Management Unit on any public notices and draft and coordinate responses to any political questions or complaints on behalf of the Division and Department. You will also develop and manage quality assurance and quality improvement strategies and support the Head of the Project Management Unit maintaining effective Project Management methodologies, Project governance and improved processes.

You will undertake projects and research relating to the work of the Unit and Department as required by the Head of PMU. This may include analysing and evaluating issues and data, and offering advice on the courses of action available to assist the Head in reaching well-reasoned decisions. You will also be the responsible officer in respect of records management, records for the purpose of the Freedom of Information Act 2015 and the update and implementation of the Division's Information Asset Register and Records Retention Policy.

Main Duties & Responsibilities

- **Referral & Resource Management:** Take responsibility for the management and allocation of resources and referrals within the POM Office, ensuring that project needs are met with the appropriate personnel and services.
- **Risk Management:** Oversee the identification and management of operational risks associated with projects, ensuring that mitigation strategies are managed and implemented to address potential issues across the project portfolio.
- **Project Coordination:** ensure that project Coordinate and manage of the portfolio of projects is undertaken ensuring that resources, timelines, and budgets are adhered monitored and managed. Assist the Head of PMU in evidence-based methods to assess project requirements, plan resources, and implement solutions. Ensure project deliverables meet business objectives and client expectations.
- **Reporting & Analysis:** Provide statistical and operational reports on project performance and progress. Contribute to the evaluation of overall project

management practices by collecting and analysing data to identify areas for improvement.

- **Advisory & Training:** Act as a resource and advisor for other professionals within the organisation and externally, providing guidance on project management best practices.
- **Supervision & Mentoring:** Provide regular supervision and mentoring to project managers and team members within the POM office. Offer coaching on project management skills and help resolve complex project issues that may arise.
- **Compliance & Governance:** Ensure that all project activities comply with internal policies, industry regulations, and legal standards. Be responsible for addressing any compliance issues or concerns related to project delivery and reporting these to the relevant stakeholders.
- **Project Allocation:** Attend regular project allocation meetings to assess, approve, or decline new project proposals. Negotiate project requirements and ensure alignment with business objectives, ensuring that resources are effectively allocated.
- **Initial Project Assessments:** Conduct initial assessments of new projects, evaluating feasibility, scope, and potential impact on the organisation. Use appropriate assessment tools to determine project viability and discuss project goals with the Project Managers.
- **Risk Assessment & Mitigation:** assist with completing the corporate element of the risk assessments for all projects, identifying potential risks, and working with relevant teams to develop strategies for risk management. Ensure that risk management plans are in place before project commencement.
- **Record Keeping & Documentation:** Maintain accurate and up-to-date records of project activities, decisions, and progress in line with the organisation's record-keeping and confidentiality policies.
- **Meetings & Professional Development:** Participate in regular departmental meetings, project reviews, Project board and continuing professional development sessions. Stay updated with new project management trends and best practices to enhance operational efficiency.
- **Ethical and Governance Oversight:** Ensure regular supervision with a designated mentor or supervisor to uphold ethical standards in project management practices. This includes monitoring and ensuring compliance with governance guidelines for project delivery.
- **Problem-Solving and Decision Making:** Take responsibility for making decisions on team operations, project support, and issue resolution. Address any operational challenges and propose solutions to improve team efficiency and project outcomes.
- **Collaboration and Support:** Work closely with other teams, departments, and stakeholders to ensure smooth project execution. Provide cross-functional support as needed, promoting collaboration and alignment across the organization.

- **Supervision and Countersigning:** Act as the final authority in countersigning key documents, ensuring all work produced by the team meets quality standards and is in line with project requirements.

Continuing Professional Development - The job holder will act as a role model across the Public Service in terms of their commitment to their own professional and personal development. They will seek to continually improve their own practice and apply this learning. Also to establish and maintain links with fellow professionals across the public and private sectors within the IOM and elsewhere.

Financial – The job holder may hold budgetary responsibility for a range of budget codes and will have delegated signatory responsibility to write orders/authorise payment of invoices for up to £20,000 on relevant codes.

Health & Safety – The job holder will be responsible for his/her own health and safety and the impact of his/her actions on others. The job holder will be responsible for identifying any possible risks or near misses to a responsible manager.

Performance Management & Improvement - All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

Management of Staff and Resources - The job holder will be responsible for the line management of the Project coordinator and countersigning manager for a team of 1 x Project administration, and 2 x project librarian (AO). addressing performance issues and managing staff in an appropriate and timely manner in accordance with Government policy, obtaining specialist advice where necessary.

Representation and Corporate Contribution - The job holder will represent Head of PMU, as requested by the Head of PMU, or the Department of Infrastructure in a wide range of business settings, forums, committees and officer level working groups.

The job holder will undertake any other duties appropriate to the job and grade as directed by the Head of PMU.

Performance Management and Improvement

The post holder will be expected to contribute to their own personal performance and development and demonstrate the IOMG People Qualities of Credibility, Capability & Character. The postholder is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Division's appraisal scheme. The Reporting Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Objectives and a Personal Development Plan are agreed with the job holder;
- Review and assessment of the job holder's performance and competency/behaviours is made; and
- Appraisal Review meetings are conducted

The postholder will also support the promotion of Continuous Improvement (CI), Customer Service and best practice initiatives and foster an environment working towards simpler and better ways of working.

Integrity

All staff are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

Competency levels for this post are:

Leading and working together

Level C

Sets challenging objectives for themselves and the team; motivates colleagues, showing an energetic and positive approach; works collaboratively with colleagues; sets a positive example and offers praise and support as appropriate; develops effective and productive working relationships with colleagues and with contacts in other Departments/externally; manages potential conflict with tact and diplomacy.

Communicating and influencing

Level C

Communicates in a clear and persuasive way; promotes their ideas, convincing others to agree to proposals; considers others views to produce a 'win-win' outcome; uses their understanding of the organisation and the position of other parties to inform their proposals; is flexible in re-thinking their approach to persuading others

Achieving results

Level C

Sets realistic plans, schedules activities and resources to deliver to agreed timescale; communicates openly to ensure plans and priorities are update; seeks out information from different sources and perspective; anticipates potential problems inherent in alternative courses of action; uses experience and knowledge to assess the best course of action; strongly focused on achieving results; takes responsibility for ensuring the business plan objectives are met.

Delivering a quality service

Level C

Delivers an excellent service to internal and external customers; proactively seeks out ways to maintain and improve high standards of service; analyses performance data to assess quantity and quality of service provision; looks for ways to improve value for money and encourages colleagues to do so.

Changing and learning

Level C

Adopts a positive, energetic and constructive approach to change; encourages and supports colleagues in accepting and adapting to changes in working practices; develops new solutions to problems and responds positively to new ideas. Encourages and supports team members to develop their capability. Demonstrates specialist knowledge and understanding of the technical demands of their own job and that of team members.

Showing commitment and resilience**Level C**

Shows determination and drive to deliver and succeed; puts in extra effort to complete important tasks on time; shows stamina and can manage a diverse range of projects; calm and confident under pressure.

Management Authority under relevant procedures

Civil Service	Authority of job holder
Disciplinary Procedure	Final Written Warning Written Warning Formal Oral Warning
Capability Procedure	Stage 1 Stage 2
Grievance Procedure	Stage 1

Additional

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others, seeking guidance as appropriate. They will be responsible for reporting any possible health & safety/security risks or near misses to their line manager or other manager within the section.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
5 GCSEs at Grade C or above including English Language (or equivalent qualifications)	D	CV/Pre employment checks
Be committed to CPD and actively developed yourself	E	CV/Interview
Experience in developing and implementing policy and procedures	E	CV/Interview
Experience of co-ordinating activities and reporting findings	E	CV/Interview
Evidence of influencing, motivating and negotiating with others to achieve change	D	CV/Interview
Experience of IOM Government and Tynwald processes, paperwork and procedures	E	CV/Interview
Experience in managing staff, considering all aspects from overall management and personnel issues but also disciplinary and investigative experience	D	CV/Interview
Experience in managing projects	E	CV/Interview
Implementing the Isle of Man Government's Capital Procedures or other relevant related methodologies	D	CV/Interview
Understanding of the role of the PMO, Comin date environment and document management.	E	CV/Interview
Experience with industry standard project management methodologies and governance.	E	CV/Interview
Experience of NEC and JCT projects	D	CV/Interview
Capability		
Excellent task management, problem solving and analytical skills against challenging and sometime externally imposed deadlines	E	CV/Interview
Ability to understand and interpret regulatory requirements and to produce appropriate actions to ensure compliance across the Division	E	CV/Interview
Ability to represent the Division and/or Department in appropriate Group Forums	E	Interview
Future focused, with the ability to originate, introduce and be open to, new practices, concepts, ideas and innovation, to change and to continuously improve	E	CV/Interview
Makes considered decisions, with demonstrable strategic vision	E	CV/Interview
Effective time management, organisational and planning skills	E	CV/Interview

Excellent communicator with strong negotiation skills and the ability to get points across clearly, both orally and in writing, to ensure key messages are communicated in the right way	E	CV/Interview
Sound political judgement and astuteness in understanding and working with complex policy, diverse interest groups, with common sense in knowing when to refer upwards.	D	CV/Interview
Character		
High level of work organisation, self-motivation, performance excellence and improvement, and flexibility in approach and attitude	E	CV/Interview
The ability to work co-operatively and flexibly with others, both within and outside the organisation, demonstrating an understanding of effective team working and partnerships	E	CV/Interview
Trusts and is trusted, is approachable with the capacity to inspire others to give of their best to achieve a desired result, whilst maintaining effective relationships with individuals and teams as a whole	E	CV/Interview
Has positive energy and drive	E	Interview
Inspires, motivates and empowers	E	Interview
Resilient – strives to achieve, showing perseverance and commitment whilst being comfortable dealing with ambiguity, handling risk and uncertainty	E	Interview
Other requirements		
Isle of Man Worker	D	Application/Checks
Full and valid driving licence	D	Application/Checks
Ability to work flexible hours at various locations	E	Interview