

Governance and Resource Lead

The Governance and Resource Lead sits within the Society's ITSS PMO team and is a key role responsible for establishing, maintaining and enhancing PMO governance frameworks and resource management practices. This role ensures that projects and programmes, within the portfolio, are delivered in-line with our framework whilst ensuring optimal allocation and utilisation of resources across our change portfolios.



West Brom
Building Society

Making a You-Shaped Career

Governance and Resource Lead

Key Responsibilities

Resource Management

- Lead resource planning and allocation across projects and programmes within the portfolio
- Maintain a centralised view of allocation across the division (capacity, demand and utilisation)
- Work with Project Managers and Team Leads/Resource Managers to resolve resource conflicts
- Forecast future needs to support workforce planning and flag areas of risk for mitigation and provide trend analysis reporting

Governance and Assurance

- Support administration, and consistent application, of our current Change Management Framework across all portfolios of work
- Drive continuous improvement by highlighting potential areas of efficiency or improvement to the existing framework
- Monitor compliance with governance policies and escalate deviation to Head of PMO
- Produce and maintain governance documentation, templates and guidance materials where required
- Support internal and external audits related to project delivery where required
- Own Benefits Management process (capture and tracking of programme/project benefits) and highlight any associated risks where required
- Work closely with the Society's Finance team to maintain and enhance existing programme and project finance management (e.g. budget management, forecasting process and variance mitigation, Capex and Opex distinctions and tracking)

Portfolio Oversight

- Support Head of PMO and Portfolio Manager with portfolio planning and prioritisation
- Track portfolio performance, inclusive of risks, issues, dependencies and benefits and provide actionable insights to the Head of PMO and key stakeholders

Line Management

- Line Management and development of PMO Analysts

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Key skills and experience

- Strong experience in PMO governance and resource management
- SME in core PMO offerings (RAID, planning etc.) with proven experience in Finance and Benefits management
- Deep understanding of project and programme methodologies and ways of working
- Proven ability to design and implement governance frameworks and processes
- Excellent analytical and problem-solving skills
- Strong stakeholder management, interpersonal and communication skills
- Ability to operate in fast-paced environment
- Previous line management experience desirable
- Able to work on own initiative and self-motivated
- Confident to challenge processes and procedures
- Effective communication skills, both written and verbal
- Strategic thinking and close attention to detail
- Strong organisational and prioritisation skills
- High level of accountability and ownership
- Continuous improvement mindset

Desirable Qualifications

- Professional certifications (e.g. PRINCE2, PMP, Agile certifications)
- Experience of working within a centralised PMO or enterprise portfolio environment

Values and Leadership Competencies

We take pride in our Values and Leadership Competencies, as they detail the way we should lead and behave towards both customers and colleagues alike. They are central to our behaviours to ensure that the customer is at the heart of everything that we do:

Our Values

- Be Passionate – make a difference
- Care – do the right thing
- Be Real – authentic & transparent
- Do it Today – be resourceful & work efficiently
- Own It – take responsibility
- Better Together – Collaborate

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Leadership Competencies

At the West Brom we support our people to be the best leaders that they can be. By communicating expectations clearly, we can identify development needs, address these and in doing so improve individual, team, and business performance, thereby supporting our Purpose. This will lead to us all achieving our potential and delivering for our customers.

Leading Self

Personal Impact, Accountability, Self, Initiative, Resilience, Integrity, and Development Needs.

Leading People

Motivates Others, Manages Relationships, Is Agile, Makes Decisions, Communicates Effectively, Coaches Others, Delegates & Influences.

Leading Business

Managing Risk, Thinking Strategically and Creatively, Using Analysis to Drive Insights, Maintaining Customer Focus and Advocating Change.