



Job Title: Programme Management Office Lead

Unit/School: Student Record System Programme

Grade: 6

HERA: SRS02

Core purpose of role

Cardiff Metropolitan University is embarking on one of its most significant and ambitious transformation programmes.

The Student Record System (SRS) Programme is a multi-year, institution-wide initiative to replace our core student data infrastructure with a modern, integrated suite of best-in-class systems underpinned by standardised processes. Spanning admissions & core student records, and curriculum management— all connected through a Central Data Hub — this programme will fundamentally improve how students, staff, and partners experience Cardiff Met.

The PMO Lead/Manager will be responsible for the day-to-day operation of the Programme Management Office for the Student Record System (SRS) Programme. The postholder will support the Programme Manager in ensuring robust programme governance, reporting, monitoring, planning, and assurance processes are adhered to across all workstreams and projects.

Key responsibilities and contributions

- Manage the PMO function across all SRS Programme workstreams, ensuring PMO standards, tools, and processes are consistently applied and remain fit for purpose throughout the programme lifecycle.
- Maintain and develop the integrated programme plan, proactively working with the Programme Manager and Project Managers to identify interdependencies, conflicts, and critical path risks across the programme.
- Manage the programme-level RAID log, ensuring risks, issues, assumptions, and dependencies are identified, updated, escalated, and resolved in a timely manner
- Assist the programme manager in by producing high-quality, accurate programme reports for the Programme Board, senior sponsors, and the University's Executive Group, including progress updates, financial monitoring, and risk summaries
- Centrally co-ordinate the programme's change control process, ensuring all proposed changes to scope, cost, or timeline are properly assessed, documented, and approved/rejected in line with governance arrangements.
- Assist the Programme Manager in resource and capacity planning activity across the programme team, supporting workstream leads to maintain visibility of resource demand, allocation, and pipeline.



- Working with the programmes Change Manager Own the programme's benefits tracking framework, working with workstream leads and stakeholders to ensure benefits are measurable, monitored, and on track for realisation.
- Coordinate programme-level planning events, board meetings, and governance forums, including agenda preparation, minute-taking, action tracking, and follow-up.
- Support the onboarding of new programme team members, ensuring they are inducted into PMO ways of working, tools, and governance expectations.
- Act as the first point of contact for programme assurance activity, including internal audits, gateway reviews, and any external assurance requirements.
- Maintain programme-level documentation and ensure all key decisions, approvals, and changes are accurately recorded and accessible to relevant stakeholders.
- Work closely with the Programme Manager and workstream leads to support a culture of transparent, consistent, and proactive programme management across the team.

Person specification

Essential qualifications / Professional memberships

- Completed formal training in project or programme management (e.g. PRINCE 2, MSP).

Essential experience, knowledge and skills

- Proven experience operating at PMO Lead level within a large-scale transformation programme
- Demonstrable experience maintaining integrated programme plans and managing interdependencies across multiple concurrent workstreams
- Knowledge and practical application of programme governance frameworks, including RAID management, change control, and benefits realisation
- Experience producing clear, accurate, and timely programme reports for senior stakeholders and board-level audiences
- Excellent working knowledge of programme and project management tools and software (e.g. MS Project, SharePoint, or equivalent)
- Experience supporting or coordinating formal governance forums including board meetings, assurance reviews, and gateway processes
- Strong analytical and problem-solving skills, with the ability to identify risks and issues early and support effective resolution
- Excellent written and verbal communication skills, with the ability to present complex information clearly to a range of audiences
- Experience of contributing to resource planning and capacity management across a multi-disciplinary programme team
- Ability to work effectively in a fast-paced, complex environment, managing competing priorities and maintaining attention to detail under pressure
- Strong interpersonal skills with the ability to build effective working relationships across operational, technical, and strategic stakeholder groups
- Experience of supporting change management and benefits realisation activity within a programme environment



Desirable

- Experience working within a higher education institution or similarly complex public sector organisation

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post does not require a DBS check.



Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.