



Job Title: Programme Management Office (PMO) Co-ordinator

Unit/School: Student Record System Programme

Grade: 5

HERA: SRS03

## Core purpose of role

The PMO Co-ordinator will provide proactive senior administrative and coordination support to the Student Record System Programme—an institution-wide project aimed at improving digital services and enhancing the student journey. This is a pivotal role focused on ensuring the smooth running of PMO activities and programme operations.

## Key responsibilities and contributions

- Provide senior administrative and co-ordination support to the Programme Manager and project teams.
- Lead the co-ordination of programme workshops, governance meetings, and stakeholder engagement activities, including design of agendas, facilitation logistics, and post-event action tracking.
- Maintain and actively manage the programme RAID log, ensuring risks, issues, actions, and dependencies are kept current, escalating items to the PMO Lead/Manager where thresholds are met.
- Co-ordinate the collation of progress updates from workstream leads and produce draft programme reports for review by the PMO Lead/Manager, ensuring accuracy and consistency across all workstreams.
- Monitor the overall health of programme documentation and reporting rhythms, proactively chasing workstream leads for outstanding updates and flagging patterns of delay to the PMO Lead/Manager.
- Maintain and update the programme plan and schedule, working with workstream leads to keep timelines accurate and flagging emerging conflicts or slippage to the PMO Lead/Manager.
- Maintain programme budget tracking records, monitor expenditure against forecast, and produce regular budget monitoring summaries for the PMO Lead/Manager, supporting procurement and purchase order processes as required.
- Prepare slide decks, summaries, and basic reports for internal audiences.
- Contribute to the continuous improvement of the PMO's suite of templates, tools, and standard processes, proactively identifying improvements and implementing agreed changes across the programme team.



- Act as a point of contact for workstream teams on day-to-day PMO queries, providing guidance on the correct use of programme tools, templates, and governance processes.
- Provide day-to-day operational leadership of the PMO function in the absence of the PMO Lead/Manager, ensuring governance activities and reporting deadlines continue to be met.
- Provide line management to the SRS Programme Administrator.

## **Person specification**

### **Essential qualifications / Professional memberships**

1. Educated to degree level or equivalent experience.

### **Essential experience, knowledge and skills**

1. Experience of providing administrative or coordination support in a professional environment.
2. Good organisational skills with the ability to prioritise tasks and meet deadlines.
3. Strong attention to detail and accuracy when handling documents, logs, and data.
4. Good written and verbal communication skills, with confidence preparing meeting notes and basic reports.
5. Competent IT skills, including Microsoft Office tools such as Word, Excel, SharePoint, Teams, and PowerPoint.
6. Ability to build positive working relationships with colleagues across different teams.
7. Demonstrated ability to take initiative in identifying problems or gaps in programme information and taking appropriate action to resolve or escalate them without needing to be directed.
8. Ability to follow structured processes and work within established procedures.
9. Ability to identify improvements to PMO ways of working and propose practical solutions, taking ownership of implementing agreed changes.
10. A collaborative and supportive attitude, contributing positively to team culture.
11. Experience of project management terminology & tools.
12. Experience of guiding or supporting the work of others, whether through formal line management, mentoring, or leading a small team or workstream.

### **Desirable**

1. Experience working in a Higher Education environment.
2. Familiarity with digital systems or data-related projects.



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