

## CONSULTANT: ENTERPRISE PROGRAMME MANAGEMENT OFFICE

The Enterprise Programme Management Office (EPMO) is a business function that operates at a strategic level in collaboration with SA Tourism Business Units. The goal of this centralized office is to provide company-wide guidance, governance, standardized processes, and project portfolio management best practices, tools and techniques.

We are therefore looking for an out of the box thinking, solution driven individual who is highly passionate about Projects and is able to work independently with a can-do attitude to join our team on a 12-month contract.

### PURPOSE OF THE POSITION

- Lead the establishment, development and running of the Enterprise Project Management Office (EPMO).
- Lead the effective and efficient operation of the portfolio management practices.
- Provide high quality, evaluative thinking and evidence informed analysis and advice to EXCO to support their decision-making and sanctioning of programmes and projects for inclusion in the portfolio/programmes.
- Ensure portfolio planning provides the strategic outcomes for the SA Tourism.

### KEY FUNCTIONS

#### 1. Enterprise Programme Management

- Develop and implement strategies for the effective planning, monitoring and delivery of the portfolio in conjunction with business owners and programme managers.
- Engage with senior managers to establish their needs and provide integrated solutions on the management of their projects/programmes.
- Design and implement a Programme Management governance framework for SA Tourism taking into account the various types of projects that are conducted within the organisation.
- Establish the methodologies, tools and technologies required to support project management within SA Tourism.
- Define management criteria and maintain standards for Programme Management within SA Tourism and ensure compliance with set reporting standards and principles.
- Provide overall direction in terms of overall Programme Management, implementation and reporting ensuring that the programmes/projects deliver the organisation or departmental strategy.
- Ensure the programmes/projects contribute to the goals of the organisation and delivery of benefits from all programmes and projects.
- Scan the horizon for potential policy changes or initiatives and inform the programme(s) and project(s) when policy or strategy changes and make recommendations for changes and enhancements.

- Develop programme plans that align information on projects, resources, timelines, monitoring and control.
- Identify and manage project interfaces and interdependencies within and across Business Units.
- Ensure that benefits of SA Tourism Programmes are delivered through critical assessment of project effectiveness and facilitation of change.
- Align and ensure effective management of performance and budget goals, while ensuring overall control of programme management costs.
- Provide monitoring, procurement, reporting and project management expertise across Business Units.
- Provide increased client satisfaction with programme related work through increased communication and collaboration.

## **2. Project Management**

- Provide strategic overview of all programmes, projects and interdependencies, reporting anomalies or areas of concern to senior management.
- Analyse the portfolio and make recommendations on the programme/project mix to the decision-makers.
- Develop and manage the prioritisation model.
- Plan, develop and drive a clear project scope that ensures understanding of projects boundaries.
- Work closely with the organisation's and programme-based business change managers to create and promote more effective benefits management practices.
- Maintain an Outcome/Relationship Model/Portfolio Benefits map.
- Lead the production of the annual portfolio-level benefits realisation plan.
- When strategic initiatives are not as successful as expected and fail to deliver the expected benefits, help analyse why, particularly to differentiate between a poor strategic idea and the poor implementation of a good strategic idea.
- Identify and document expectations and requirements, ensuring that business case and scope for each project is agreed, documented and approved.
- Develop and maintain a customer-focused approach to the delivery of timely, accurate, appropriate information and advice.
- Lead and maintain effective communications with relevant key stakeholders to ensure that the best information is available to support decision making.
- Identify, manage and facilitate the availability of relevant capabilities and capacity for projects, ensuring specified delivery.

## **3. Continuous Process Improvement**

- Ensure that the functional business processes are designed to be operated compliantly.
- Ensure that the business processes managed by outsourced partners are operated compliantly.

- Ensure changes to business process are delivered in a way that adheres to SA Tourism standards.
- Ensure the consistent application of process standards and intervene directly where standards are not being met.
- Ensure the compliance of projects within approved process and system standards.
- Support strategic planning for major changes to processes and provide specialist knowledge to enable change to be defined.
- Take accountability of all small changes to processes.
- Conduct independent assessments of processes to identify areas where compliance must be strengthened.
- Ensure the solution architecture is aligned with business process design and these meet guidelines and frameworks.
- Keep track on the latest industry trends for BPM and for the relevant functional area.

#### **4. Project Administration**

- Manage and monitor the timeous availability of necessary project information for management information tracking, status reporting and accurate administration for all projects.
- Be responsible for EPMO standards and methods, ensuring processes and template are maintained in line with industry best practice.
- Keep abreast of and evaluate the effectiveness of new programme and project management methodologies, tools and techniques and maintain a positive approach to solving problems/issues.
- Lead a high performing EPMO team through coaching and mentoring, to build and grow operational capability.
- Manage and drive continuous performance improvement outcomes.
- Set appropriate directions, priorities and expectations for direct reports and agree the work programmes, tasks and performance.
- Provide context, translate and communicate the Department's direction within your team
- Contribute to the leadership of programme and project frameworks, templates and procedures; be responsible for ensuring they are fit for purpose and best practice.
- Manage and guide project plans and schedules, resource management, inter-project dependencies and make recommendations on technical options.

## **REQUIREMENTS**

- Relevant Bachelor's Degree, business management/process related preferable
- Project Management Certification
- 10+ years' management experience in a Project Management environment, of which 5 years should have been at Senior Management level



- Excellent project and portfolio management skills
- Leadership capability, with proven track record in a complex Project Management environment
- Interpersonal skills
- Excellent ability to influence others
- Excellent problem-solving skills
- Customer orientation skills
- Knowledge of project management softwares

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Detailed CV to be sent to : [insightsanalytics@southafrica.net](mailto:insightsanalytics@southafrica.net)

Closing date : **07 December 2018**

Should you have not heard from us within two weeks after the closing date, kindly consider your application unsuccessful.

**NO LATE APPLICATIONS WILL BE ACCEPTED.**