



Job description

Director of Project Management Office (PMO)

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created groundbreaking partnerships with 30 universities in the US and UK. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

Our websites have details of how we are organised and our outstanding achievements so far:

www.intostudy.com

www.intofuture.com

www.intoglobal.com

www.into-giving.com

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Role context

As INTO implements its new strategy, there is a need to develop and enhance our project management processes, capabilities and structures to ensure robust delivery of our ambitious plans and realise the full potential that our strategy can deliver. This senior level position plays a key role in partnering directly with Executive Board members and their teams to project manage delivery of key strategic initiatives, develop performance tracking and ensure alignment of projects and their dependencies across the business.

Reporting line

The role reports to the VP Strategic Finance & Group Finance Director.

Job purpose

Define, lead and manage the Project Management Office across INTO globally.

Key accountabilities and duties

- **Programme & Portfolio Planning and Management** – Help mature projects towards readiness and compare impact and resources across the portfolio. Define project scope and schedule while focusing on regular and timely delivery of value; organize and lead project status and working meetings; prepare and distribute progress reports; manage risks and issues; correct deviations from plans; and perform delivery planning for assigned projects
- **Project Management Expertise** – turnaround and restructure projects that are at risk with scope, time and budget. Manage project life-cycle end-to-end.
- **Continuous Improvement:**
 - **Process Management and Improvement** - Define and manage a well-defined project management process and champion ongoing process improvement initiatives to implement best practices for Agile Project Management
 - **Project Development** - Assist in project development while holding teams accountable for their commitments, support removing roadblocks to their work; leveraging organisational resources to improve capacity for project work; and mentoring and developing teams
 - **Product Owner Support** - Support Product Owners in managing customer expectations for project deliverables, managing stakeholder communications, and helping to implement an effective system of project governance

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up.
- all gaps in CVs must be explained satisfactorily.
- proof of identity and (where applicable) qualifications will be required.
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18.
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands, or final warnings as well as convictions.

Person specification

	Essential	Desirable
Legal status	<ul style="list-style-type: none"> • Right to work in the UK • Ability to travel for work globally 	
Education/ qualifications	<ul style="list-style-type: none"> • Undergraduate degree or relevant equivalent experience 	<ul style="list-style-type: none"> • SAFe, scrum, lean certification • PMP, PMI-ACP, CSM, or equivalent • Change Management certification
Experience/skills	<ul style="list-style-type: none"> • Expert knowledge of both Agile and traditional project management principles and practices. • A proven track record of successfully implementing business projects using Agile methodologies including 8+ years of experience as a Project Manager managing large, complex projects with multi-function teams. <ul style="list-style-type: none"> ○ Prior experience with SCRUM/Agile methodologies ○ Deep management of programme management and portfolio tools. <p>Experienced user of</p>	<ul style="list-style-type: none"> • Additional language skills, beyond English to business level. • Experience in business coaching would be advantageous

	<p>Monday.com or equivalent project management tools.</p> <ul style="list-style-type: none"> • Balanced business/technical background: <ul style="list-style-type: none"> ○ Sufficient level of technical background to provide highly credible leadership to business and development teams and to be able to accurately and objectively evaluate complex project risks and issues ○ In-depth knowledge and understanding of business needs with the ability to establish/maintain high level of customer/user trust and confidence • Very effective interpersonal skills including mentoring, coaching, collaborating, and team building • Resource planning and scheduling skills to track and support capacity management on change project delivery • Experience of leading multicultural teams, with empathy and understanding • Ability to deliver programmes and projects in an ambiguous and often changing landscape • Demonstrate change management capabilities when engaging with, executive board, senior stakeholders, operational leads and INTO staff • Expertise in transformational change and change management methods and their application, with emphasis on driving measurable business results. • Drive business value and business outcomes through measurable change management and business transformation interventions, for both traditional and Agile deliveries. • Advise, coach, manage, and mentor more junior project/change managers often via matrix leadership, to build the capability. 	
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	<ul style="list-style-type: none">• Strong analytical, planning, and organizational skills with an ability to manage competing demands• Creative approach to problem-solving with the ability to focus on details while maintaining the “big picture” view	
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