



Project Management Office (PMO) Analyst Job Description

Location	Sydney (Broadway) Flexibility for partial work from home
Reporting to	Transformation Program Manager
Travel	Nil
Supervising	Nil
Status	4-months Fixed Term (Set-up Phase)
Band / Grade	C2
Date:	April 2022

Organisational Context

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organization that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters. MSF provides assistance to populations in distress irrespective of race, religion, creed, or political convictions.

The Australian Section of Médecins Sans Frontières was established in 1995 and is one of 30 sections, 24 associations and other offices that form the MSF global movement providing oversight and expertise, funding and staff for field operations and communicating on the needs of our patients. MSF Australia deploys over 200 field staff per year from Australia and New Zealand. The organization secures an annual revenue of AUD 90 million in untied funds. The Australia section hosts a Medical Unit in Sydney bringing specialized expertise in the field of Women's health and Paediatrics in support of our operations overseas. MSF Australia has over 70 full time staff and an active association of over 600 members.

Recently MSF Australia commenced a major Transformation initiative program, which will revitalise the way it operates, by harnessing new technologies, systems, and key processes changes to make its daily work more streamlined, effective, and efficient across the organisation. The transformation strategic goals will be implemented through a series of projects, which will be delivered from 2022-2023.

Overall Responsibility

Reporting to the Transformation Program Manager, the PMO Analyst will be responsible for the set-up phase and implement protocols and processes and training handover. They will work closely with the Change Manager, and provide project management support and services, project governance and control services to key projects in the MSFA Transformation Program.

The PMO Analyst role is accountable for providing all primary PMO services for the Transformation Program, including but not limited to support on specific projects where assigned.

The goal of the PMO Analyst is to ensure that proper project standards in reporting, financial management, logistics and coordination within the program are adhered to by the various projects within MSFA Transformation.

Main Tasks and Duties

Program Planning and Schedule Management

- Consolidation and maintenance of delivery schedule, major milestones, and tasks from projects
- Identification and tracking of dependencies between the delivery milestones across projects
- Maintenance of the program schedule baseline in the relevant scheduling tool(s)
- Tracking the status of program milestones and tasks against the plan
- Provide quality assurance reviews of the milestone and task information in the relevant scheduling tool(s) for completeness, being up to date, and language and style, in line with the established standards of project management

Program Financial Management

- Provide tracking of the program financial budget catering for resource effort costs and purchase costs in the current year and over the full project life
- Support the creation and maintenance of the delivery cost plan, catering for both current year costs and full project life costs
- Manage expenditure per budget for set-up phase before handing to BAU
- Support the tracking of and accounting for total forecast expenditure (actual plus expected) against the program, including both resource effort costs and purchase costs, generating reports
- Assist the program manager by analysing the forecast expenditure against the authorised budget, accounting for any variances
- Contribute to the planning and accounting for anticipated future expenditure (cost estimates) against the project, including both resource effort costs and purchase costs

Project Resource Management

- Assist the program manager with creation and maintenance of the delivery resource plan, catering for both current year resourcing and full program life resourcing
- Aid with the sourcing and earmarking of delivery resources in line with the resource plan
- Govern the tracking and approval of resource effort expended against the project (perform timesheet reviews)

Program Issue and Risk Management

The PMO Analyst will facilitate Issue and Risk Management by supporting the Project Manager:

- Identification and analysis of program issues
- Ensuring risk management procedures are followed, reduce any financial impact in set-up phase, and or disruption to business
- Recommend solutions to reduce probability and impact of risks
- Tracking the status of program delivery issues
- Maintenance of the program risks and issues logs
- Converting program risks to issues, where appropriate
- Appropriately address trade-offs between time, quality, and cost, facilitating the creation of solutions that prioritise high impact deadlines and activities.

Project Reporting and Communications

- Coordinate the regular project reporting cycles and production of project reports and materials, in line with the established standards
- Assist the program manager with providing regular project status updates, covering at least delivery, schedule, budget, resource, issue, and risk management updates
- Proactively collates and completes analysis to facilitate stakeholder discussions and seeks to build understanding across the program
- As part of supporting the Change Manager, understand the roles, needs and influence of different stakeholders and effectively plan communications to provide appropriate and well-timed updates
- Establish effective working relationships with key stakeholders, and demonstrate understanding of their perspective, proactivity, and a delivery focus.

Project Governance and Change Control

- Support the preparation of Business Cases, aligned with MSFA standards, for proposed projects, including project scoping, costing and resource requirements, and outlining the expected benefits case
- Facilitate the implementation of appropriate governance across a project, in line with the MSFA standards
- Monitor and document adherence to the change framework, escalating issues where required
- Coordinate the regular cycle of governance forums for the program, such as the Design Reference Group, ensuring that meetings are scheduled, and appropriate stakeholders are invited
- Attend and support the project governance forums to assist the program manager in tracking and managing decisions, and further arising actions (produce meeting materials, minutes, actions log, decisions log)
- Provide guidance on preparing for program Change Requests for changes to project funding, scope and/or key milestone timeline, as applicable

Program Quality Assurance

- Ensure that the established MSFA Project Management standards are adhered to throughout the program lifecycle
- Ensure that program/project information is maintained, complete and up to date in line with the established standards
- Ensure that program/project information and materials are maintained, stored, and accessible in the relevant tools and repositories as required by MSFA Standards
- Ensure that program/project reports and information are consistent (e.g., risk information ties up with task dates, etc.)
- Assist the program manager with running project reviews, including in-flight reviews, post-project reviews, and/or post-implementation reviews, as applicable

Role Requirements

- Supporting the transformation program as one of the key program members
- Managing vendor partners to develop a collaborative and effective delivery team
- Continuously adopt a pragmatic, flexible and responsive approach.
- Manage competing demands from various projects/managers simultaneously
- Maintain constructive and supportive working relationships with stakeholders across the group
- Provide creative solutions regarding use of tools to support planning, management, reporting and data requirements
- Observation of Internal Controls

- Demonstrate and practice adherence to internal controls, all relevant procedures, keeping appropriate records and, where appropriate, timely implementation of internal and external audit points related to projects within remit
- Adhere to Transformation Program change standards, communicate these to project stakeholders, and monitor accordingly
- Attention to detail
- Continually evaluate the quality of data in the project management tools and repositories, ensuring status reports are updated, all mandatory fields completed, issues and risks closed on time, projects to be closed on time, as governed by MSFA Standards

The PMO Analyst will also provide supplementary training to project managers on MSFA Project Management standards as and when appropriate and provide quality assurance on the output reports and data inputs. The PMO Analyst will provide training hand-over for BAU at the end of the project term.

Selection Criteria

Essential criteria

The ideal candidate will be someone who has the following key skills and experience:

The ideal candidate will be someone who has the following key experience/capabilities:

- Proven experience in a similar project- or programme-level PMO role
- Excellent knowledge and experience of formal project management methodologies, project planning, and project financial and resource management
- Excellent computer literacy, including advanced knowledge of the MS Office suite of projects, and a willingness and skill to learn new tools quickly
- Excellent documentation skills: ability to create high quality steering committee materials
- Excellent interpersonal and communication skills and proven ability to work effectively with all organisational levels
- Management of data and proficiency with project management and reporting tools such as JIRA or other similar project tools
- Willingness and ability to challenge and coach project managers on information consistency, quality, and standards

Desirable

- Global experience, working successfully with teams in multiple locations simultaneously (preferred)
- Experience in large not for profit organizations (preferred)
- Experience and knowledge of supporting many projects (preferred)
- Educated to degree level or equivalent (preferred)
- Experience in projects using the Agile/Scrum framework (preferred)
- High level knowledge/experience in Project Management Office duties and responsibilities. Formal qualifications and certifications in project management preferred.

About You

You're collaborative and enjoy innovation and working in a fast-paced environment. You're a problem solver by nature, like working on projects and delivering change to organisations. More importantly, you act with integrity and can share the MSF values of Transparency, Respect, Understanding of Diversity, Stepping in and Collaboration.

To be successful, you will need to possess:

- Familiarity with project and program management best practice, in terms of processes and governance
- Degree qualified in Business Management or related discipline
- High level understanding of ERP, CRM, and Analytics systems implementation
- Leadership of people and teams with mix of internal, external staff and vendor partners, including the ability to represent the program key messages and principles
- Excellent interpersonal, communication and organisational skills
- Ability to work on several competing project and program priorities simultaneously
- Ability to complete assigned tasks as specified by due dates
- Covid-19 Vaccination Certificate (provide)
- Must have current rights to work in Australia

In MSF Australia, we believe the following 5 values form the foundations of our culture – **Transparency, Respect, Understanding of Diversity, Stepping in** and **Collaboration**. At MSF Australia we value T.R.U.S.T as an essential element to how we operate and believe that these organisation values flow from this trust that we build.

Applications

Applications MUST address individual selection criteria. You should also write a cover letter indicating why you want to work for Médecins Sans Frontières Australia and attach a copy of your CV.

Please note that a criminal record check may be required as part of the selection process. Applicants with criminal records will not automatically be ineligible for the position they are applying for. Médecins Sans Frontières Australia has a Child Protection Policy in place and all employees are required to comply with this policy.

Médecins Sans Frontières Australia is committed to creating an inclusive workplace for all our staff. We believe that a diverse team helps us better serve those most in need, we encourage flexibility (in all its forms), and we encourage people from a wide range of backgrounds to apply for this role, including Aboriginal and Torres Strait Islander peoples, LGBTQIA+, people from other culturally and linguistically diverse (CALD) backgrounds and people with disabilities. People with a disability can request support from our Domestic HR Department if you think you may require reasonable adjustment during the recruitment.

Applications close: [date, month, year]

Applications and enquiries to
Email: officerecruitment@sydney.msf.org