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| Job Title | Portfolio Performance Analyst |
| Grade | C |
| Function | Change Portfolio Office |
| Job Purpose | The purpose of this role is to provide high quality business and data analysis to support the measurement and reporting of portfolio, programme & project progress, and performance to ensure optimal delivery of the Portfolio Office’s objectives in line with CQC’s strategic priorities.  This role ensures that the right project and programme performance reporting standards are set out for delivery teams to follow and champions the use of best practice standards, tools, and processes across the portfolio.  This role will support the increase in maturity of performance activities across the portfolio through the development and championing the underlying processes and products relating to this.  The role holder will work to KPIs and improvement targets for their areas of discipline in line with the overall Portfolio Office maturity targets and industry best practice as part of their individual performance objectives. |
| Accountabilities and Responsibilities | 1. Works with both internal and external senior stakeholders to manage performance effectively. 2. Communicates regularly and engages in professional debate to resolve issues and differences between stakeholders and to challenge assumptions. 3. leads by example to evidence the organisational core values. 4. Ensures that teams bond and attends monthly face to face 1-2-1s and quarterly full team meetings as a minimum. 5. Deputises as required. 6. Iterative production of a wide variety of documentation, processes, and standards for performance management across the portfolio 7. Contributes to the development and maintenance of the portfolio performance approach. 8. Ensures timely and accurate updates to the performance cycle to ensure reviews are completed in line with agreed timescales. 9. Ensures that structured performance reviews take place, and all appropriate documentation is produced and issued so that stakeholders understand and agree review content, outcomes, remedial actions, and next steps. 10. Works with colleagues in the Project Delivery and Business Change team, senior stakeholders to implement corrective actions. 11. Conducts and coordinates lessons learned from performance activities across the portfolio. 12. Provides analysis to senior managers about the outcomes from performance reviews, making recommendations for portfolio level improvements. 13. Proactively looks for trends in performance data and produces assurance reporting activities across the portfolio. 14. Works with SROs and Project Directors to ensure effective reporting and communication of key messages and sharing of best practices. Completes work to support performance reporting being embedded across Project teams. 15. Contribute to the vision and project, programme, portfolio standards and champion the use of best practice methods, templates, tools, and processes. 16. Works to a set of agreed Portfolio performance metrics and produces timely reports that inform recommendations and decisions at ET and its Sub-committees. 17. Contributes to and maintains the Portfolio performance framework, standards, services, and methods, ensuring they are suitable for/and appropriately applied across a wide range of changes. 18. Provides training, coaching, and mentoring to a number of roles involved in the change delivery effort, enabling individuals to operate effectively within their given remit. 19. Stays abreast of best practice and ensures continuous evaluation and improvement of CQC’s approach to performance management. 20. Engages with colleagues in Portfolio Office and the Project Delivery function in order to ensure that tools and methodology provided is part of a clear and consistent whole approach. 21. Provides support and advice to colleagues across the organisation in the correct application and driving adoption of Portfolio performance standards, processes, tools, and techniques to advance organisational maturity and achieve continuous improvement. 22. Carrys out assurance with change colleagues to ensure that developed and adopted standards and being undertaken correctly and comfortably and taking on board all feedback to drive further iterative development. 23. Manages conflict resolution and the unblocking of team issues. 24. Collaborates effectively across the change community to ensure user centric design of Portfolio Office functions and services. 25. Collaborates with Portfolio Office colleagues to ensure the effective integration of the suite of functions and services. 26. Develops and maintains product and process documentation relating to the area of subject matter expertise. 27. Develops and maintains learning and guidance material relating to the area of subject matter expertise. 28. Delivers training and coaching on the application of your specialism in a live setting across your user and senior sponsor community. 29. Completes work to provide ongoing assurance on the application and effectiveness of Portfolio Office processes. 30. Using CQC’s continuous improvement framework drive the evaluation and development of CQC’s Portfolio, Programme and Project management maturity. 31. Has the appropriate knowledge, skills, and experience to actively promote diversity and equality of opportunity, treat everyone with dignity and respect and avoid discrimination. 32. Role models inclusive behaviours in everyday interactions. 33. Promotes a culture of respect and fairness and understands personal responsibilities around delivering against CQC diversity and inclusion strategy. 34. Demonstrate competence and supports others to achieve behavioural excellence through our Success Profiles ([Success Profiles (cqc.local)](http://intranetplus.cqc.local/Working%20for%20CQC/Performanceanddevelopment/Success%20profiles/Pages/Successprofiles.aspx)) ensuring yourself and those you work with are the best that they can be. 35. Role models and supports others to instil our values into everything that we do. |
| Skills and experience | 1. Experience of working in a portfolio, programme, or project management setting, ideally within a Portfolio Office or PMO environment. 2. Knowledge of portfolio, programme, and project best practice methodologies, with direct experience in a number of key portfolio management functions / processes. 3. Knowledge of how PPM methodologies are applied in a change portfolio context. 4. Experience of managing portfolio management systems, approaches, and techniques. 5. Experience of using Power BI desktop to create and share insight for a range of stakeholder needs.   **Qualifications**  **Essential:**  Educated to degree level or equivalent and holding one or more of the following PPM qualifications:   * Prince 2 Practitioner * PMQ * PPQ * MSP Practitioner * MoR Foundation/Practitioner * MoP Foundation/Practitioner * Other industry recognised programme or project management qualification |
| Values & Behaviours  **Excellence**  In my work for CQC:   * I set high standards for myself and others and take accountability for results. * I am ambitious to improve and innovate. * I encourage improvement through continuous learning. * I make best use of people’s time and recognise the valuable contribution of others.   **Caring**  In my work for CQC:   * I am committed to making a positive difference to people’s lives. * I treat everyone with dignity and respect. * I am thoughtful and listen to others. * I actively support the well-being of others.   **Integrity**  In my work for CQC:   * I will do the right thing. * I ensure my actions reflect my words. * I am fair and open to challenge and have the courage to challenge others. * I positively contribute to building trust with the public, colleagues, and partners.   **Teamwork**  In my work for CQC:   * I provide high support and high challenge for my colleagues. * I understand the impact my work has on others and how their work affects me. * I recognise that we can’t do this alone. * I am adaptable to the changing needs of others. | |