JOB DESCRIPTION

Job Title: Renew Programme Office Lead

Department: Technology, Data and Enterprise Renewal

Main purpose of job:

Charities Aid Foundation (CAF) is embarking on Renew — an ambitious transformation programme to modernise its technology estate and business operations through the adoption of a Microsoft-first Azure cloud solution stack. As the Renew Programme Office Lead, you will provide critical support to this programme, helping ensure that delivery is well-governed, well-tracked, and aligned to CAF's strategic goals of supporting the third sector through robust, scalable, and future-ready infrastructure.

This fixed-term role will report directly to the Transformation Director and work closely with internal delivery teams, senior stakeholders, and third-party partners to embed governance, manage performance, and ensure the successful execution of the Renew programme. You will be instrumental in developing and running the central programme office, acting as a hub for coordination, reporting, and continuous improvement.

Responsible to: Renew Director on delivery, Foundation CIO as line manager

Budgetary responsibilities: None

Responsible for: Small PMO Team

Key Job Responsibilities:

1. Establish and maintain programme governance and reporting frameworks for the Renew programme
2. Manage integrated project plans, timelines, and interdependencies
3. Track delivery performance, risks, issues, and benefits realisation across all workstreams
4. Support resource management, capacity planning, and partner alignment
5. Produce high-quality reporting for internal and external governance forums
6. Maintain and evolve PMO standards, templates, and tools specific to the Renew programme
7. Monitor compliance with governance controls and ensure delivery best practice
8. Facilitate continuous improvement of PMO operations and delivery effectiveness
9. Coordinate with third-party PMO functions and supplier delivery leads to ensure alignment of plans, reporting, and risk management across CAF and partner activities.

10. Liaise with third-party assurance providers to ensure effective oversight of programme health, compliance, and delivery quality.
11. Provide day-to-day leadership to a small PMO team, ensuring workload is balanced, outputs are high quality, and development needs are supported.

Key Activities and Competencies:

1. Establish and maintain programme governance and reporting frameworks for the Renew programme

Take ownership for the embedding of agreed governance forums including steering groups, workstream checkpoints, and RAID oversight processes. Maintain reporting structures and routines. Demonstrate strong understanding of programme governance and the ability to embed structure while remaining flexible to organisational context.

2. Manage integrated project plans, timelines, and interdependencies

Create and maintain the master programme plan for Renew, ensuring visibility of critical milestones and dependencies across delivery streams (e.g., infrastructure, applications, data migration, user adoption). Skilled in MS Project or similar tools, with a proactive approach to managing interlocks. Ensure alignment with supplier plans and third-party timelines through regular syncs and shared planning artefacts.

3. Track delivery performance, risks, issues, and benefits realisation across all workstreams

Maintain RAID registers, escalate issues, and support project leads in mitigation planning. Monitor performance against KPIs and delivery outcomes. Confidence in identifying and analysing delivery risks, and facilitating structured responses to keep the programme on track.

4. Support resource management, capacity planning, and partner alignment

Assist in tracking and forecasting internal resource needs across Renew workstreams, and coordinate with internal teams and third-party partners to ensure aligned resource plans and delivery commitments. Requires strong numeracy, collaborative planning skills, and an understanding of hybrid resource models (permanent, contract, consultancy). Should be highly data literate.

5. Produce high-quality reporting for internal and external governance forums

Develop reporting packs, dashboards, and progress summaries tailored to multiple audiences (e.g., CAF Board, Programme Steering Group, operational leaders). Skilled in Microsoft Excel, PowerPoint, and Power BI with the ability to present complex information clearly and concisely. Ensure supplier contributions and third-party inputs are reflected accurately in reports, with clear status on joint deliverables and dependencies.

6. Maintain and evolve PMO standards, templates, and tools specific to the Renew programme

Ensure all Renew programme documentation is standardised, version-controlled, and aligned with CAF's delivery framework. Lead ongoing refinement of templates and processes to meet the needs of a dynamic transformation environment.

7. Monitor compliance with governance controls and ensure delivery best practice

Conduct light-touch audits, checkpoint reviews, and process adherence monitoring to uphold delivery standards. Provide guidance and coaching to project managers and workstream leads. Strong communication and influencing skills required, using data and evidence to support decision-making. Work closely with partner PMOs to ensure external delivery partners follow agreed CAF governance practices and reporting standards. Engage with third-party assurance functions to support independent reviews, provide evidence, and ensure programme assurance activities are integrated into the delivery rhythm.

8. Facilitate continuous improvement of PMO operations and delivery effectiveness

Embed lessons learned reviews and track improvement actions. Proactively identify opportunities to optimise delivery processes. A continuous improvement mindset, with openness to feedback and drive to enhance programme outcomes. Share insights with the Programme Managers, project leaders and Scrum owners to ensure consistency in behaviour.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: CAF values and indicative behaviours for the CAF Values and Behavioural Indicators.

Date: June 2025

PERSON SPECIFICATION

Job title: Renew Programme Office Lead

Date: June 2025

Attributes	Essential ✔	Desirable ✔	How Evidenced†
Experience			
• Substantial experience in programme/project management office (PMO) roles within large-scale transformation programmes	✔		A/C
• Proven track record of establishing and maintaining programme governance frameworks, including steering groups, workstream checkpoints, and RAID oversight processes	✔		A/C
• Experience managing complex, multi-workstream transformation programmes with integrated project plans, timelines, and interdependencies	✔		A/C
• Demonstrated experience with technology transformation or cloud migration programmes, preferably Microsoft Azure environments	✔		A/C
• Experience working with third-party suppliers and managing external delivery partnerships, including coordinating with supplier PMO functions	✔		A/C
• Background in coordinating master programme plans across multiple delivery streams (infrastructure, applications, data migration, user adoption)	✔		A/C
• Background in resource management, capacity planning, and forecasting across hybrid resource models (permanent, contract, consultancy)	✔		A/C
Qualifications			
• Degree level qualification in Business, Management, IT, or related field, or equivalent professional experience	✔		
Training			
• Microsoft Azure fundamentals training	✔		
• Power BI and advanced data analytics training	✔		
Specialist Skills/ Ability/Knowledge			
• Skilled in MS Project or similar tools, with a proactive approach to managing interlocks.	✔		A/C
• Confidence in identifying and analysing delivery risks and facilitating structured responses to keep the programme on track.	✔		A/C
• Strong numeracy, collaborative planning skills, and an understanding of hybrid resource models (permanent, contract, consultancy).	✔		A/C
• Highly data literate.	✔		A/C
• Skilled in Microsoft Excel, PowerPoint, and Power BI with the ability to present complex information clearly and	✔		A/C

	Essential	Desirable	†
concisely.			
Communication • Strong communication and influencing skills required, with the ability to use data and evidence to support decision-making	✔		A/C
Personal Qualities • A continuous improvement mindset, with openness to feedback and drive to enhance programme outcomes. • Ability to proactively identify opportunities to optimise delivery processes	✔ ✔		
Special Conditions None			
Prior to Appointment All posts: • Credit Check • Sanctions Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK FCA Approved Posts: • Standard DBS Check	✔ ✔ ✔ ✔ ✔ ✔ ✔		R/E

✔ Tick either the Essential or Desirable column as appropriate for each attribute
† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key
R = References, **E** = Evidence/Certificates, **A** = Application, **C** = Competency Interview, **T** = Testing/Assessment