



Job Description

Job Title: PMO Manager	Service Area and Team: Warmer Homes London	
Grade: D	Post Number and evaluation number: POS006919	Date last updated: 9 November 2025
Reporting to: Head of Programme – Social Housing Fund	Responsible for: PMO officer	

Our Values:

Trust Through Collaborations - We believe collaboration helps us learn, grow, and explore new ideas – giving us the confidence to experiment, be creative, and deliver a real impact. We foster a culture of trust where open, honest conversations are valued and it's safe to challenge.

Rooted in respect - We respect the different cultures, backgrounds, and perspectives represented within London Councils, our partners, and all who live and work across London's boroughs. We create space for every voice to be heard and valued. We call out current, historic, and systemic prejudice, seek out different views, and act with integrity to achieve fairer, more equitable outcomes

Driven by Purpose - We are driven by our individual and collective purpose to make London a better place for everyone who lives in, works in, or visits the city we're proud to call home. Our commitment to making a positive, meaningful, impact across all London boroughs and communities shapes our actions and guides our decisions.

Equality and Diversity - We are committed to and champion equality and diversity in all aspects of employment with the London Councils. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work

Health and Safety - Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Introduction to Warmer Homes London

Warmer Homes London (WHL) is a new organisation jointly funded by the Mayor of London and London Councils designed to make Londoners' homes greener, healthier and more affordable to heat. We're working in partnership with housing associations and local authorities to invest £231 million into improving the energy efficiency of London's housing through two major programmes.

London's Strategic Partnership for the Warm Homes: Social Housing Fund Wave 3 for social housing providers (local authorities and housing associations) in London.

Warm Homes: Local Grant – for low-income private homeowners and private rented households across London's boroughs.

Working with our partners, we plan to improve delivery under both programmes to ultimately increase the scale, quality and pace of retrofit in London.

Overall Purpose of Job:

As a senior member of our Programme Management Office (PMO), you'll play a key role in providing support and secretariat services for London's Strategic Partnership of 27 housing providers. This includes maintaining and developing strong governance, risk and assurance arrangements to ensure the Partnership operates to the highest standards and fulfils all funding requirements.

Working collaboratively with our partners and senior management team, you'll develop systems, processes and tools that support effective delivery of our programmes and contribute to WHL strategic goals.

In time, the role may extend to setting up and managing PMO functions for Local Grant.

Key Tasks and Accountabilities:

Governance and regulation

- Maintain governance arrangements for the Strategic Partnership. This includes acting as Secretary on two to three Boards, ownership of the terms of reference, agenda planning and dealing with post meeting actions etc.
- Oversee administration of and compliance with legal documentation for the Strategic Partnership.
- Provide regular reports to committees and boards within the Strategic Partnership's governance structure on programme progress, delivery risks and compliance with funding requirements.
- Develop reporting tools and champion the effective use of data to drive decision making, and continuous improvement.
- Liaise with the relevant data and information governance experts to ensure the Strategic Partnership's processes remain compliant with data protection regulations



(GDPR) and that Partnership members are aware of their obligations around data protection.

- Develop and maintain the Strategic Partnership's fraud management plan.
- Escalate and address programme non-compliance issues proportionately to their impact within the Warmer Homes London hierarchy.

Assurance

- Develop and maintain an assurance framework for our delivery programmes by coordinating risk management, compliance checks, and external audits.
- Maintain the programme risk register, using this to identify, manage and report risk at a programme level through the appropriate governance channels.
- Lead compliance activities and checks on grant payments and financial reconciliations, working with a supporting officer to ensure funding rules are met, and a clear audit trail is maintained.
- Act as a single point of contact for external and internal audits of the Strategic Partnership, ensuring timely and accurate responses where needed.
- Support teams to improve processes by implementing findings and recommendations from such exercises.

Processes and procedures

- Design, implement and maintain effective processes for management of the Strategic Partnership that comply with funding requirements and support member priorities - ensuring standards are consistently adopted.
- Lead the regular review and updating of PMO standards, working with internal teams and external partners to continually improve these and reflect best practice.

Evaluation

- Lead on evaluation activity within WHL – including the development of monitoring and evaluation plans for the Strategic Partnership. Work with teams to deliver these plans and support WHL to implement findings and recommendations.

People

- Manage a small team including a PMO officer and external finance manager – ensuring that staff have clear objectives and goals supported by regular progress reviews and constructive feedback.
- Matrix manage external and internal resources – modelling an agile organisational culture.
- Deputise for the Head of Programme where required.
- Foster collaborative working relationships across consortium members, accountable bodies, and delivery partners.





Personal Specification

Job Title: PMO Manager	Service Area: Warmer Homes London	
Grade: D	Post Number/Evaluation number: POS006919	Date last updated: 3 November 2025
Reporting to: Head of Programme – Social Housing Fund	Responsible for: PMO officer	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the CV and/or sifting questions, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Councils. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE - Knowledge of contract management processes, governance frameworks, audit requirements, and risk management principles and practice. - An understanding of local government in the UK and its roles and responsibilities in relation to climate and sustainability. Knowledge of London local government nuances beneficial.	Sift Questions/Interview and/or Anonymised CVs



EDUCATION/QUALIFICATIONS • Degree-level education in a related field or equivalent professional experience and evidenced continuous professional development.	Sift Questions/Interview and/or Anonymised CVs
SKILLS AND ABILITIES: • Strong planning and delivery skills, managing a varied workload. • Skilled in conflict resolution, delegation, and motivation. • Excellent written and verbal communication. • Strong interpersonal skills to engage with executives, partners, and cross-functional teams. • Capable of analysing delivery data, identifying trends, and making strategic recommendations. • Problem-solving mindset for handling delivery risks and issues. • Skilled in creating or advising on reporting tools such as dashboards, and performance reports combining multiple datasets to support teams to track progress and drive accountability. • Strong grasp of programme budgeting, cost estimation, forecasting, and financial tracking. • Ability to manage and motivate a team, optimising workload distribution. • Proficient with MS Excel, MS PowerPoint, MS Project.	Sift Questions/Interview and/or Anonymised CVs
EXPERIENCE: • Experience supporting formal governance structures (e.g. boards). • Experience working in a collaborative context and building productive relationships through strong multi-lateral stakeholder engagement and co-design practice. • Demonstrable programme management office (PMO) experience preferably including working with and across a multi-organisation team. • Experience of designing and embedding systems and tools for performance reporting and assurance.	Sift Questions/Interview and/or Anonymised CVs



--	--

London Councils Behaviours:

Trusted through Collaboration - How we demonstrate this Value (behaviours):

- We create **trusting relationships** where we value feedback and it's safe to challenge, and we treat sensitive information with respect
- We are transparent, **accountable, and open** in how we work with each other, our members, and our partners
- We **communicate** clearly and openly, ensuring information flows freely across all levels and functions, so everyone feels included and valued
- We **learn, develop, and innovate** through our collaborative approach – sharing our knowledge to deliver better outcomes

Rooted in Respect - How we demonstrate this Value (behaviours):

- We engage respectfully, by **listening** actively and **responding** thoughtfully, recognising the value in others' contributions and feedback
- We embed **equity** and **equality** in our decisions, processes, and daily actions
- We **challenge** bias and remove barriers to fairness and inclusion, recognising that fairness requires addressing unequal starting conditions
- We create a welcoming, **inclusive** environment where everyone feels they belong

Driven by Purpose - How we demonstrate this Value (behaviours):

- We **work together** to maximise our personal and collective impact
- We **listen** carefully to our members, communities and partners, making sure their needs shape our shared goals
- We **adapt** quickly and **learn** continuously to continue delivering meaningful change
- We stay **united** and **focused**, even when priorities shift and challenges emerge