



## ROLE PROFILE FOR PMO ADMINISTRATOR

### Introduction

The refreshed APM Competence Framework comprises 27 competences covering project management, programme management, portfolio management and PMO.

As not all of the competences will be relevant to all professionals, a series of role profiles has been developed to help users to navigate the Framework and identify those competences most relevant to their current role. The role profiles aim to capture the 'typical' competences required and are not intended to be prescriptive.

The table on page 3 overleaf lists each of the competences within the Framework and indicates which are likely to be relevant to PMO Administrators. The table also provides a rating for each of the relevant competences indicating the level of knowledge and application expected within the role. The ratings scale comprises five levels from 'aware' to 'expert' and is provided on page 4 for your information. Guidance on the levels of complexity referred to in the ratings scale is available as a separate document: "APM Complexity Guidance".

### Overview of the role

This role profile applies to PMO Administrators.

### Typical responsibilities

A PMO Administrator is likely to be **responsible** for applying the following **independently** in situations of **limited complexity**:

- 1: Promoting the wider public good in all actions, acting in a morally, legally and socially appropriate manner in dealings with all stakeholders and members of project and/or programme and/or portfolio teams and the organisation

A PMO Administrator is likely to be responsible for applying the following **under supervision**, in **non-complex situations**:

- 10: Developing, implementing and updating resource allocations plans (other than finance) needed for projects and/or programmes and/or portfolios, taking account of availabilities and scheduling
- 12: Identifying and monitoring project and/or programme and/or portfolio risks (threats and opportunities), planning and implementing responses to them and responding to other issues that affect projects and/or programmes and/or portfolios
- 19: Managing stakeholders, taking account of their levels of influence and particular interests
- 22: Establishing, and implementing where necessary, protocols to change the scope of projects and/or programmes and/or portfolios and updating configuration documents as required

A PMO Administrator is likely to require a **working knowledge** of the following:

- 9: Preparing and maintaining schedules for project and/or programme and/or portfolio activities and events, taking account of dependencies and resource requirements
- 14: Consolidating and documenting the fundamental components of projects and/or programmes and/or portfolios (scope, schedule, resource requirements, budgets, risks, opportunities and issues, and quality requirements)



- 18: Establishing and maintaining governance arrangements for the delivery of projects and/or programmes and/or portfolios, defining clear roles, responsibilities and accountabilities, that align with organisational practice

A PMO Administrator is likely to be **aware** of the following but is unlikely to have to apply their knowledge:

- 7: Preparing and maintaining definitions of the requirements of projects and/or programmes and/or portfolios
- 11: Developing and agreeing budgets for projects and/or programmes and/or portfolios and controlling forecast and actual costs against them
- 16: Planning and controlling finances of projects and/or programmes and/or portfolios as a means of driving performance and as part of the organisation's overall financial management
- 21: Establishing and managing reviews at appropriate points during and after projects and/or programmes and/or portfolios, which will inform their governance by providing evaluations of progress, methodologies and continuing relevance



## PMO ADMINISTRATOR

		<b>Application</b> (including rating)	<b>Knowledge</b> (including rating)
1	Ethics, compliance and professionalism	3	3
2	Team management	N/R	N/R
3	Conflict management	N/R	N/R
4	Leadership	N/R	N/R
5	Procurement	N/R	N/R
6	Contract management	N/R	N/R
7	Requirements management	1	1
8	Solutions development	N/R	N/R
9	Schedule management	1	2
10	Resource management	2	2
11	Budgeting and cost control	1	1
12	Risk, opportunity and issue management	2	2
13	Quality management	N/R	N/R
14	Consolidated planning	1	2
15	Transition management	N/R	N/R
16	Financial management	1	1
17	Resource capacity planning	N/R	N/R
18	Governance arrangements	1	2
19	Stakeholder and communications management	2	2
20	Frameworks and methodologies	N/R	N/R
21	Reviews	1	1
22	Change control	2	2
23	Independent assurance	N/R	N/R
24	Business case	N/R	N/R
25	Asset allocation	N/R	N/R
26	Capability development	N/R	N/R
27	Benefits management	N/R	N/R



## RATINGS SCALE

LEVEL	APPLICATION	KNOWLEDGE
<b>1. AWARE</b>	<ul style="list-style-type: none"> <li>As only awareness is required at this level, no application is expected</li> </ul>	<ul style="list-style-type: none"> <li>Has an awareness of the knowledge needed for the competence.</li> </ul>
<b>2. PRACTISED</b>	<ul style="list-style-type: none"> <li>Applies the competence under supervision, primarily in non-complex situations.</li> </ul>	<ul style="list-style-type: none"> <li>Has a working knowledge of, and can describe, the competence.</li> </ul>
<b>3. COMPETENT</b>	<ul style="list-style-type: none"> <li>Applies the competence independently, primarily in situations of limited complexity.</li> </ul>	<ul style="list-style-type: none"> <li>Has a comprehensive knowledge of the competence in situations of limited complexity.</li> </ul>
<b>4. PROFICIENT</b>	<ul style="list-style-type: none"> <li>Applies the competence independently, primarily in complex situations</li> <li>Supervises others applying the competence</li> </ul>	<ul style="list-style-type: none"> <li>Has a detailed knowledge of the competence in complex situations and can critically evaluate and adapt as required.</li> </ul>
<b>5. EXPERT</b>	<ul style="list-style-type: none"> <li>Applies the competence independently, primarily in complex situations</li> <li>Recognised as an expert by other senior professionals, who is called on by others for advice on the competence</li> </ul>	<ul style="list-style-type: none"> <li>Has an in-depth knowledge of the competence in complex situations</li> <li>Can critically evaluate, adapt or develop new theories and/or methods if required and educate others</li> </ul>