

POSITION TITLE:	Head of Programme Management Office
LOCATION:	Flexible location Tauranga, Auckland, Hamilton
REPORTS TO:	Chief Digital Officer
TEAM	Digital Business

As part of our strategic vision, we are undergoing a comprehensive technology transformation journey. As Head of Project Management Office for the Digital Business team at Craigs Investment Partners, you will play a pivotal role in driving and overseeing the successful execution of our technology transformation roadmap to deliver against the key critical success factors in conjunction with delivering PMO capability enterprise wide

This role will own the enterprise project delivery framework, ensuring projects and programmes are delivered on time, on budget, on scope. Providing governance, reporting and assurance to executives and the board. Lifting organisational project maturity and capability, acting as a "single source of truth" for portfolio performance.

Reporting directly to the Chief Digital Officer (CDO), you will be responsible for all programme management office activity and business operational change management, inclusive of coordination of work streams, dependency and critical path management. This role will also have strong stakeholder management relationships internally and externally influencing at executive and senior leadership levels.

WHAT I DO

- **Portfolio Management:** Prioritisation of initiatives against strategy, benefits management and tracking, resource and capacity planning and proactively manage prioritisation as enterprise needs evolve
- **Programme Management:** Provide leadership and direction for the end-to-end programme, including planning, organizing, and controlling all aspects of the transformation initiative. Ensure the programme objectives are defined, communicated, and achieved within the agreed timeline, budget, and quality standards.
- **Coordination of Complex Work Streams:** Oversee and coordinate various work streams within the technology transformation programme, ensuring seamless integration and alignment. Collaborate with project managers and team leads to establish clear deliverables, dependencies, and milestones for each work stream.
- **Dependency and Critical Path Management:** Identify and manage dependencies and critical paths across the programme, proactively addressing any risks or issues that may impact the overall timeline and deliverables. Implement effective strategies to mitigate risks and ensure smooth progress of the programme.
- **Leadership of the Programme Management function:** Be responsible for building delivery capability across the organisation for long-term PMO health. Create a high-performance culture in the PMO and building strong, durable relationships with business owners and stakeholders.
- **Collaboration with Digital Leadership Team:** Work closely with the DBLT to align work plans and resourcing plans. Collaborate on the design and implementation of digital solutions.
- **Stakeholder Engagement:** Engage and communicate with key stakeholders, including the CDO, executive leaders, department heads, and other relevant parties, to ensure alignment, manage expectations, and secure

buy-in for the technology transformation initiative. Provide regular updates on progress, challenges, and mitigation strategies.

- **Change Management:** Implement change management strategies to facilitate user adoption and minimize resistance to new technologies, processes, and systems. Collaborate with the change management team to develop and deliver training, communications, and support materials to promote successful implementation.
- **Governance and Reporting:** Establish governance frameworks to ensure effective oversight, control, and reporting of the technology transformation programme. Prepare comprehensive reports, highlighting achievements, risks, and issues, and provide recommendations to the CDO and senior leadership for decision-making.
- **Cultural Leadership:** As a People Leader, I demonstrate the Craigs' values every day in my engagement with other employees and external parties, and empower, encourage, support and enable other employees to do so also.

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

- The NZX Participant Rules can be found electronically at the following address -
- <https://www.nzx.com/regulation/nzx-rules-guidance/participant-guidance>
- CIP policies can be found on the Staff Intranet

WHAT I VALUE



At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and clients.

WHAT I BRING

Qualifications

Bachelors degree in computer science, Information Technology or related field desirable, but not a must have.

Knowledge and Experience

- Extensive experience leading and delivering large-scale technology transformation initiatives within complex organisations, preferably in the financial services or wealth management industry.
- Strong understanding of programme management methodologies, coordination of work streams, dependency and critical path management, and enterprise architecture principles.

- Experience working across multiple stakeholder groups including, key business partners, enterprise architects, product owners, project sponsors, external vendors, third party providers and executive.
- Excellent leadership, team management, and coordination skills, with a track record of successfully managing cross-functional teams, as well as across multiple locations.
- Experience working with the business to deliver key strategic initiatives and business needs. Considerations for Data, AI elements, IT Ops, etc are important with architecture considerations.

Skills & Attributes

- Strong stakeholder management abilities, with the capability to engage and influence at all levels of the organization, eexternal stakeholders, vendors, integration partners and 3rd party capability providers.
- Strong influencing, stakeholder and relationship management skills with sound judgement, initiative and accountability.
- Demonstrated capability in establishing programme controls and project reporting ensuring reporting is fit for purpose for the intended audiences. Reporting includes but not limited to, budget, people, milestones, benefits, process and timelines.