



We are looking for:

## Senior Portfolio Analyst (Planning, Governance & Communications) (m/f)

Workplace: Kraków | Department: Central Systems

Capita is a leading business services provider with around 70,000 employees, operating in the UK, Europe, India and South Africa. Capita Polska supports clients across a range of sectors, including education, transport, health, life and pensions, insurance, and other private and public sector organisations. Recognized as most dynamically developing BPO in Poland, awarded by Outsourcing Stars and CEE Awards.

Capita is currently recruiting motivated individuals for the position of:

## Senior Portfolio Analyst (Planning, Governance & Communications) (m/f)

At Capita we are currently developing a new breed of CIO function, where we trust our people to enable our entire business by delivering a first-class, customer-focused, service for all our corporate IT systems. Under the Group CIO, we are undertaking a transformation programme of our IT estate including moving to cloud-hosted applications, migrating our desktop and laptop estate to a common Windows 10 build, leveraging the power of Office 365 for mobile working and collaboration as well as rolling out a refreshed hardware estate to keep the business running.

### Responsibilities:

- Supporting and giving advice to IT Projects and Programmes with regards to project and programme management support process, generic standards, processes, procedures, tools and techniques; supporting the use of the project management Software tools
- Being involved in all aspects of project and programme planning
- Engaging with functional Directors, Programme Directors and Programme Managers to walk through data insights
- Engaging with senior management teams and decision makers to share insights, elicit requirements for data and reporting, communicate changes to processes internally and wider CIO function reporting requirements
- Working alongside Project Support Officers to embed reporting and data best practice and associated process change into Portfolio ways of working
- Keeping actively engaged with Capita Delivery Excellence, and other Portfolio Offices to share best practice and understand any process changes requiring business change and communication
- Working with internal Capita teams, supporting the setup of individual project processes and procedures
- Being involved in establishing the Configuration Management System in use in the Portfolio Office and managing it for the projects or programmes
- Maintaining project performance metrics and recommends changes
- Assisting in the production of Portfolio Review Board meetings
- Assisting in the production of monthly Delivery newsletter
- Undertaking project and programme assurance co-ordination role
- Undertaking audits of projects & programmes to ensure adherence to Capita standards and frameworks

## Requirements:

We are looking for people who not only know how to bring a team together to deliver great service to our customers but can also support us in developing the team and its culture. We need people who understand technology, processes and organisational problems and are driven to fix them, whilst, at the same time, coaching our customers and supporting our suppliers to move in a better direction.

- Min. 4 years of working in a Portfolio Office, Programme or Project Management Office, programme support, programme administration or a similar project environment
- Extensive experience in producing and maintaining portfolio/programme plans, documentation and management information for governance boards
- PRINCE2 or otherwise suitably qualified and demonstrable experience in project leadership and use of structured delivery methods
- Ability to develop relationships with internal and external stakeholders
- Good working knowledge of MS Office, especially very good understanding of MS Project
- Strong communication skills in English – both oral and written, keen awareness of audience, able to present complex information to both technical and non-technical audiences
- Strong analytical skills
- Flexibility and responsiveness to change

## Benefits:

- Travel to various locations in the UK on occasion
- True work-life balance (8-hour workday with a 30-minute lunch break included)
- Great atmosphere
- Work place in the city centre at Lubicz 23 – about 2,500 paces from the main square
- Diversity - we support a wide variety of industries, customers, projects and geographies - thus, you have many options to choose from
- Access to free in-house English classes, with our dedicated English Trainer
- Social activities after work – you can find something for yourself
- Opportunity to become one of the internal Trainers
- A multinational environment, with strong ties to UK business culture
- LuxMed medical healthcare
- Multisport Plus or Classic and MultiKafeteria benefit systems
- Free Fruit Mondays

If this sounds like you then apply [\[HERE\]](#)

**Please make sure your CV contains one of the following clauses:**

**It is noted that the basis for the processing of your personal data in this recruitment process is your voluntary consent. For these reasons we would like to ask you to append the following consent clause to your application documents:**

- I hereby freely and consciously give my consent to the processing of my personal information by Capita (Polska) Sp. z o.o. with its registered seat at ul. Lubicz 23, 31-503 Kraków, as a data controller for the purpose of recruitment to the position of **Senior Portfolio Analyst (m/f)** for a period of 6 months from the date of sending my CV. I am aware of the possibility to withdraw my consent at any time and that the withdrawal does not affect the legitimacy of the processing that was conducted prior to the withdrawal.

**Moreover, it is noted that in case of your wish to participate in future recruitment processes, it is compulsory to additionally append the following consent clause to your application documents:**

- I hereby give my consent to the processing of my personal information by Capita (Polska) Sp. z o.o. with its registered seat at ul. Lubicz 23, 31-503 Kraków, as a data controller for the purpose of future recruitment processes for a period of 12 months from the date of sending my CV. I am aware of the possibility to withdraw my consent at any time and that the withdrawal does not affect the legitimacy of the processing that was conducted prior to the withdrawal.

