

Title: Digital PMO Lead - Group Digital Excellence**Department: Technology & Digital****Position Overview:**

The Digital PMO Lead will act as the central coordination and governance function for all Digital Excellence initiatives across the organization. The role is responsible for ensuring structured tracking, reporting, and communication of digital transformation programs, enabling visibility and alignment across stakeholders at all levels.

This position works closely with the Director Technology & Digital to drive governance cadence, monitor progress, and convert data into actionable insights. All activities are executed in alignment with organizational strategy, policies, and Digital Excellence Drive 2030 (DXD30) objectives.

Key Responsibilities:**Program Governance & Tracking**

- Maintain a centralized tracker of all Digital Excellence initiatives
- Monitor progress against milestones, KPIs, and timelines
- Identify risks, delays, and dependencies; escalate proactively

Stakeholder Communication & Reporting

- Develop structured reporting (weekly, monthly, quarterly)
- Provide tailored updates to Executive Leadership, Divisional Heads, and Project Teams
- Ensure clarity, consistency, and alignment in all communications

Cadence Management

- Establish and manage governance cadence (dashboards, steering updates)
- Support Director Technology & Digital in driving review forums (IT Steering, alignment sessions)
- Track action items and ensure timely closure

Digital Excellence Drive 2030 (DXD30) Support

- Support rollout and tracking of DXD30 initiatives
- Ensure alignment with strategic pillars: Digital Vision & Governance, CX Experience, Automation & Operational Excellence, Paperless Initiatives, Process Optimization, Culture & Leadership

Data & Insights

- Convert project data into dashboards and decision-ready insights

- Highlight trends, bottlenecks, and improvement opportunities
- Enable data-driven decision-making

Required Competencies:

- **Creating & Conceptualizing:** Strategic thinking, innovation, and visioning capabilities.
- **Leading & Deciding:** Strong leadership, decision-making, and stakeholder engagement.
- **Supporting & Co-operating:** Team development, collaboration, and cross-functional influence.
- **Organizing & Executing:** Operational discipline, project management, and executional excellence.

Qualifications & Experience:

- Bachelor's/Master's degree in CS/IT/Software Engineering/Project Management
- Proven PMO/Program Management experience in digital transformation initiatives
- Strong stakeholder management and communication skills
- Proficiency in Excel, Power BI, PowerPoint, Canva, and PM tools (MS Project, Primavera, Asana, etc.)
- Ability to work across multiple business units and seniority levels
- Certifications: PMP or PRINCE2 (preferred); CSM, PMI-ACP, ITIL 4 Foundation (plus)