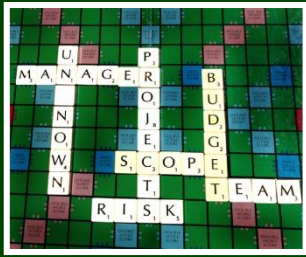


The Value of a Good Project Administrator



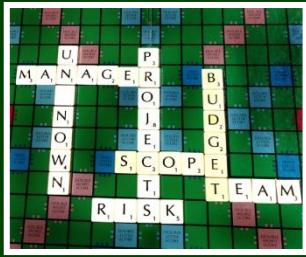
Brent Combrink
A workshop for PMSA
Cape Town

27 January 2014

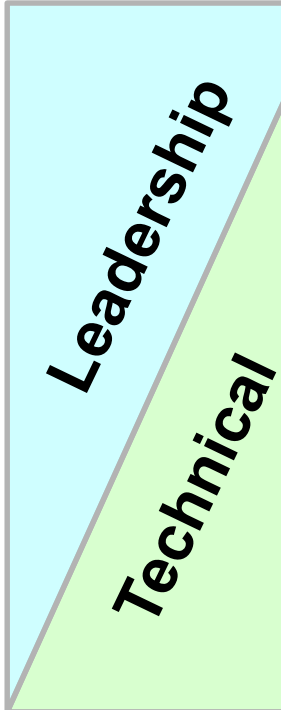


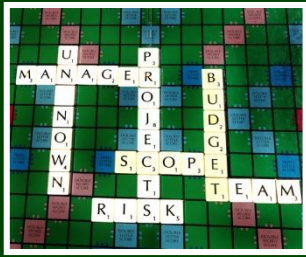
Advocating project administration

- Project admin: function & role
- Project office
- Trends – need for skilled project support
- Challenges and the good news:
 - The dark side
 - The force is with us
- Your road ahead



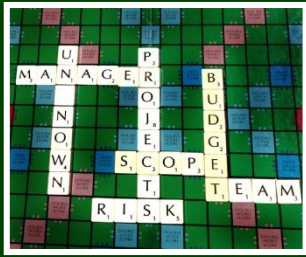
Project Admin: So What?

- Core competence, done at every level in PM
 - Bulk of PM “back office” tasks & project communications
 - 97% believe PM is critical to org success; 94% believe PM enables business growth – PWC, 2012
 - 76% say projects are better aligned to organisational strategy – PMI’s *Pulse of the Profession*, 2013
- 
- **Project admin is the backbone of project success**



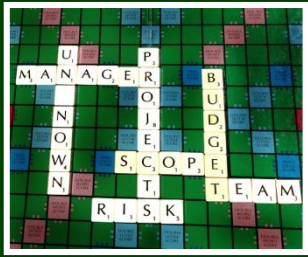
Job Description 1

- To support the PMs
- Maintain project-related docs and departmental administration
- Maintain PM infrastructure
- Maintain PM processes, methodologies and policies
- Regularly report on project progress
- Apply PM criteria to request list in order to prioritise projects.
- Manage special projects within the IT department.
- Co-ordinate payments, documentation and remittance.
- Minutes of project meetings
- Co-ordination of travel for IT department
- Arrange PM meetings
- Admin support and general administrative duties



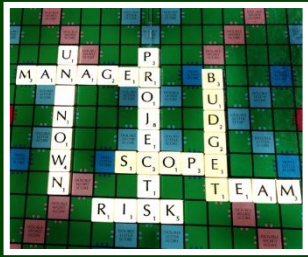
Job Description 2

- General administration
- Librarian: maintain project repository structure and content
- Administration of PM deliverables
- Maintenance of the project plan
- Financial administration
- Administration of change requests
- Processing time sheets
- Web page audits to assure requested functions
- Handling customer requests & feedback



Top priority PAd Duties?

Of the tasks your project administrators do,
which are the most frequent;
which are the most critical?



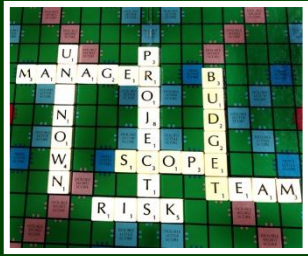
Project Admin Functions

- Meeting management & minutes
- Librarian – repository & doc management
- Progress tracking & reporting
- Time sheets
- Change, risk, procurement, & asset control
- Contract management & payments
- HR admin, office admin & secretarial
- Liaison with external stakeholders
- Technical work

**PM-
specific
skills are
essential!**

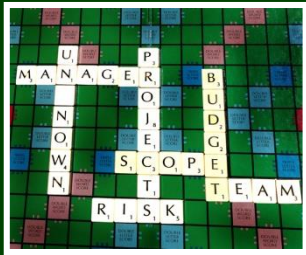
I.e. project control (vs leadership, decisions)

Many “PMs” are in fact project administrators!



Who does PAd?

Where is project admin done in your organisation?



Project Office

Forum, COE

project admin role is most visible here

PSO

PMO

EPO

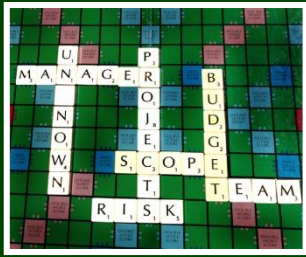
Maturity, Development, Impact

Individual PM skill, self managed, “book club”

PAd, maybe PM & PgM, optional, tactical support, specialised admin, delivery & control, project focus, skills dev.

PAd, PM, PgM, PfM, benefits realisation, OPM3, supply orientation, governance, proactive, PM team resourcing, skills dev.

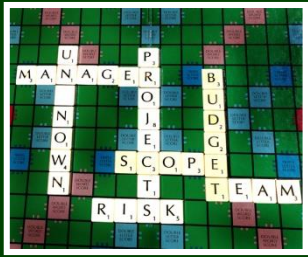
PAd - PfM, strategic, demand orientation, benefits realisation, project team resourcing, less support, skills dev.



What Makes a PO Successful?

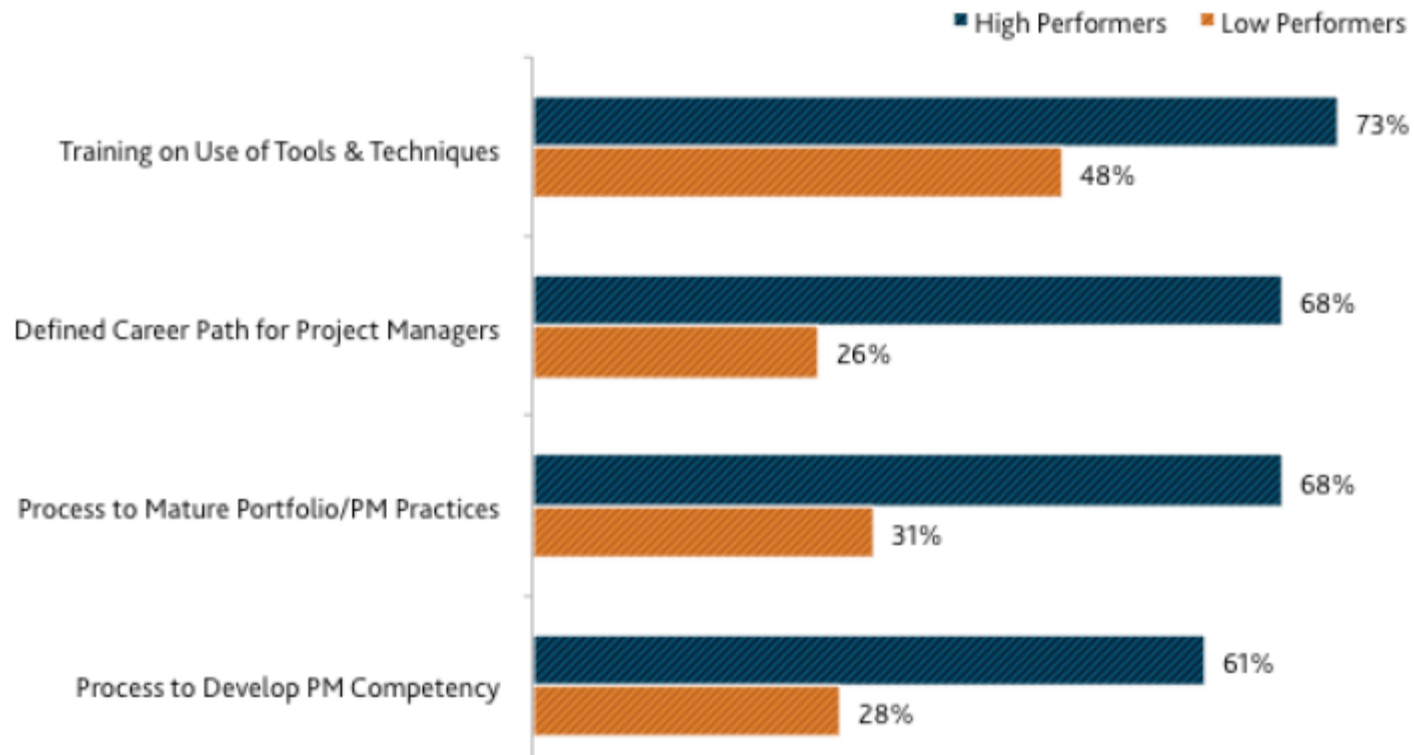
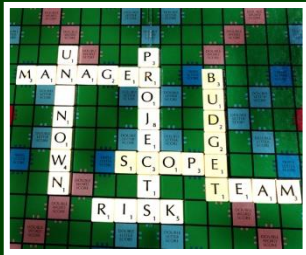
What factors contribute to making your PO successful?

What impedes success? What do your external stakeholders complain of?

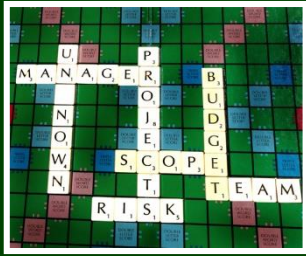


The successful PO

- Skills
- Methodology: processes & tools
 - too much red tape is worse than too little
- Culture: growth, learning, mentoring
- Strategic alignment, significant work
- Legitimacy & power

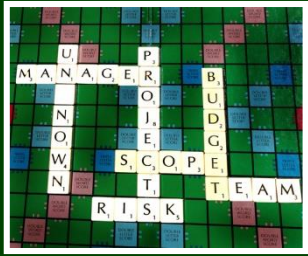


– *Pulse of the Profession*, PMI, 2012



The Dark Side

- POs that are prescriptive, bureaucratic
- Mis-perception of PAd
- PMI's *Pulse of the Profession*, 2013
 - Only 6% of orgs have PM at exec level
 - PM is undervalued: only 54% say their orgs fully understand the value of PM
 - Of every \$1 spent on projects, \$0.135 is at risk of never being recovered through failed projects
 - Low talent development
 - 3PM not integrated at core of culture



The Force is With Us

- Successful orgs focus on talent management, strategic alignment, standardised practices – PMI's *Pulse*, 2013
- When implementing PfM, 3 best ways to be more successful include strategic alignment; using an enterprise PMO to manage the portfolio; and conducting monthly reviews – PWC's *Insights and Trends*, 2012
- Role clarity → performance management
- Clear career path for PMs increases project success – PMI's *Pulse*, 2012
- Professionalism, standards, ethics
- Accreditations, qualifications & development variety

