

## JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

### A. POST DETAILS:

Job Title:	Engagement (Business Change) Manager	Current Grade:	B003
Department:	Transformation Portfolio Group	Area:	FHQ
Reports To:	Business Change Lead	No of Posts:	5
Level of vetting:	NPPV2	Post Number:	

### B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

On behalf of the Transformation Portfolio Group (PTG) and SROs the Engagement Manager will work with local managers and guide Change Network members to ensure that the benefits of the BTP 2021 portfolio are realised. They will focus on the people elements of programme delivery aiming to achieve maximum adaptation of new ways of working whilst reducing risk to business as usual activities.

### C. DIMENSIONS OF THE POST *The key statistics associated with the post*

#### Financial – Direct or Non-Direct

Ensuring project delivery frameworks are effective and robust.

Work with benefits realisation manager to forecast and/or track deliverables.

#### Staff Responsibilities – Direct or Non-Direct

Non-Direct: Overseeing and directing the activities of the Change Network members on a local level.

#### Any Other Statistical Data

The Transformation Portfolio Group is a newly created function to control and support the implementation of the BTP 2021 change portfolio. The portfolio is expected to contain 10 strategic programmes which are intended to implement a new operating model for BTP, including digital policing capabilities, shared services, and infrastructure improvements. It is anticipated that around 80 employees will be involved in the management and delivery of these change programmes and that they programmes will work alongside an external delivery partner.

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**D. PRINCIPAL ACCOUNTABILITIES:** *What the job is accountable for and required to deliver*

Champion and implement internal engagement and business change activity across the BTP2021 portfolio:

- Work with the Change Network and the programmes to ensure benefits are delivered and professional change and engagement practices are adopted
- Work with local management teams, programme delivery teams and Change Network members on the implementation of a range of change management initiatives using the BTP Business Change Methodology and processes.
- Work with programme and project managers to apply the business change methodology, processes and tools to create and implement a strategy to support adoption of the changes required by a programme or project ensuring this is integrated into overall project plans.
- Provide coaching to programme/project management, local management teams and change network members on the successful delivery of business change.
- Communicate with relevant stakeholders, including senior leaders, to keep them informed of progress, issues and developments in change projects, providing appropriate briefings to enable them to make informed decisions.
- Identify potential risks and anticipated points of resistance, and develop specific plans to mitigate / address the concerns
- Provide insights and innovative suggestions on how to improve engagement success across the portfolio
- Measure and evaluate the effectiveness, impact and reach of BTP2021 engagement and business change activities
- Oversee scoping of engagement and business change activity with the programmes, quality assuring tasks delivered by the Change Network
- Ensure delivery of business change and engagement deliverables of the programmes
- Provide dedicated general engagement and business change support to nominated programmes delivering business change and engagement activities as required
- Contribute to high level change, community and equality impact, readiness assessments and organisational "heat map" of impacts

**E. DECISION MAKING:**

**Make decisions**

Make decisions on behalf of the Business Change Lead within a designated level of responsibility.

**Significant say in decisions**

Influence local management and programme delivery teams, and drive activity through the wider Change Network.

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**F. CONTACT WITH OTHERS:** *The frequent contacts the post holder has with others and for what purpose*

**Internal**

The work of the post holder involves liaison with senior personnel at a local and national level, local management team and employees at all levels. They will need to provide a conduit between local management, central programme delivery teams and the change network members.

**External**

Suppliers and contractors, Home Office and Scottish Police Forces.

**G. REQUIREMENTS:** *The skills, knowledge, experience, qualifications and training required to perform the job.*

**Essential Criteria:**

**Qualifications and Training:**

Educated to degree level within a relevant subject or equivalent work experience.

Project management qualification such as Prince 2 or MSP or equivalent project/programme management experience

Change management qualification or equivalent change management experience.

**Experience:**

Experience and knowledge of change management principles, methodologies and tools.

Demonstrable experience of the delivery of business change (including cultural and behavioural change) with successful outcomes within a complex organisation.

Experience of working with project management approaches, tools and phases of the project lifecycle.

**Skills:**

Excellent written and verbal communication skills, with the ability to articulate messages to a variety of audiences

Excellent active listening skills.

Excellent and evidenced planning skills with experience of working on all stages of the development lifecycle.

Excellent interpersonal skills with the ability to establish and maintain strong relationships and work collaboratively with and through others

Problem solving skills.

Strong analytical skills and decision making ability.

Highly developed skills of negotiations, persuasion, influence and assertion, with the ability to influence other to move towards a common goal.

Flexible and adaptable; able to work in ambiguous situations

Acute business acumen and understanding of organizational issues and challenges

**Knowledge:**

Understanding and awareness of political environments and confident in dealing with people at all levels both internally and externally.

A solid understanding of how people go through a change and the change process

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**Desired Criteria:**

**Qualifications and Training:**

**Experience:**

**Skills:**

**Knowledge:**

**H. ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

**I. AUTHORISATION DETAILS**

Prepared By:	Updated by Graeme Kyle and Miranda Smith for BTP 2021	Date:
Area Commander /FHQ HoD:		Date:
Evaluation Panel:	This JD has been adapted from SDD BCM role, as previously evaluated.	Date: 01/02/2018

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