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JOB DESCRIPTION

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:	IT Project Manager	Current Grade:	B003
Department:	Technology	Area:	Force Headquarters
Reports To:	IT Project Delivery Manager	No of Posts:	4
Level of vetting:	MV	Post Number(s):	A100(924/407/737)

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

The management of projects, typically (but not exclusively) involving the development and implementation of business processes to meet identified business needs, acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality.

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

Financial – Direct or Non-Direct

Direct: Manage project budgets as appropriate. Responsible for purchasing a wide range of capital and revenue items for given projects to the limit of authority and ensuring expenditure represents the best value for money for BTP. Non-direct: Responsible for monitoring contracts with providers of new IT applications and services in relation to projects.

Staff Responsibilities – Direct or Non-Direct

Direct: Responsible for managing staff (both from Technology and elsewhere in the Force) and third party contractors/specialists engaged on projects under his/her direct control. Non-direct: None.

Any Other Statistical Data

Responsible for one or more technology-based projects with an average value up to £100k or a number of smaller projects with an average value of £20-30k each.

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

Skills Framework for the Information Age

The Skills Framework for the Information Age (SFIA) provides a common reference model for the identification of the skills needed to develop effective Information Systems (IS) making use of Information Communications Technologies (ICT).

Business change								
Business change implementation	0	1	2	3	4	5	6	7
Project management					☐			

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Business change management	0	1	2	3	4	5	6	7
Business analysis				☐				
Change implementation planning and management						☐		

Relationship management	0	1	2	3	4	5	6	7
Stakeholder relationship management						☐		

Procurement and management support								
Supply management	0	1	2	3	4	5	6	7
Supplier relationship management					☐			

Business change

Business change implementation

Project management - Level 4: Enable:

- Defines, documents and carries out small projects or sub-projects (typically less than six months, with limited budget, limited interdependency with other projects, and no significant strategic impact), alone or with a small team, actively participating in all phases.
- Identifies, assesses and manages risks to the success of the project.
- Prepares realistic plans (including quality, risk and communications plans) and tracks activities against the project schedule, providing regular and accurate reports to stakeholders as appropriate.
- Monitors costs, timescales and resources used, and takes action where these deviate from agreed tolerances.
- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.

Business change management

Business analysis - Level 3: Apply:

- Investigates operational needs and problems, and opportunities, contributing to the recommendation of improvements in automated and non-automated components of new or changed processes and organisation.
- Assists in defining acceptance tests for these recommendations.

Change implementation planning and management - Level 5: Ensure, advise:

- Creates the business readiness plan, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new processes or jobs into the "business as usual" environment.
- Determines the readiness levels of business users with regard to upcoming changes; uncovers readiness gaps and creates and implements action plans to close the gaps prior to going live.
- Assists the user community in the provision of transition support and change planning, and liaises with the project team.
- Monitors and reports progress on business readiness targets, business engagement activity, training design

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and deployment activities, key operational metrics and return to productivity measures.
- Defines the series and sequence of activities to bring stakeholders to the required level of commitment, prior to going live.

Relationship management

Stakeholder relationship management - Level 5: Ensure, advise:
- Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact.
- Gathers information from the customer to understand their needs (demand management) and detailed requirements.
- Facilitates open communication and discussion between stakeholders, using feedback to assess and promote understanding of need for future changes in services, products and systems.
- Agrees changes to be made and the planning and implementation of change.
- Maintains contact with the customer and stakeholders throughout to ensure satisfaction.
- Captures and disseminates technical and business information.

Procurement and management support

Supply management

Supplier relationship management - Level 4: Enable:
- Collects performance data and investigates problems.
- Monitors and reports on supplier performance, customer satisfaction, and market intelligence.
- Resolves or escalates problems.
- Implements supplier service improvement actions and programmes.
- Monitors performance.

E.   **LEVELS OF RESPONSIBILITY:** *This is a SFIA Level 4 Role*
- Autonomy - Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
- Influence - Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
- Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.
- Business Skills - Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

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

Internal

Contact with customers and colleagues.

External

Contact with 3rd party suppliers and 3rd party engineers.

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

Qualifications and Training:

Educated to degree level in a specific IT or engineering discipline or equivalent experience

Accredited to ITIL Foundation Level or higher

Experience:

Extensive experience of planning and leading medium to large sized technology and/or estates projects in a demanding 24x7 environment using established project management methodologies (preferably Prince 2). Extensive experience of developing and managing customer relationships.

Knowledge:

Good knowledge of the PRINCE Project Management methodology or a recognised equivalent.

Skills:

BTP Framework

Business	0	1	2	3	4
Accountability				☐	
Customer Service				☐	
Decision Making				☐	
Effective Communications				☐	
Influencing Others				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Negotiating				☐	
Planning and Organising				☐	

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Teamworking				☐	
Technical	**0**	**1**	**2**	**3**	**4**
MS Project 2003/2010					☐
Networking concepts (incl. security, firewalls and TCP/IP)			☐		
Preparation of Business Cases				☐	
Preparation of Technical Documentation				☐	
Project Management methodology				☐	

Business

Accountability - Level 3: Extensive Experience
- Provides feedback on individual and team performance.
- Establishes with others criteria on which success will be measured.
- Focuses and guides others in achieving business results.
- Communicates the parameters of delegated responsibility and decision-making authority within the team.

Customer Service - Level 3: Extensive Experience
- Explores and addresses the unidentified, underlying and long-term customer needs.
- Enhances customer service delivery systems and processes.
- Anticipates customers upcoming needs and concerns.
- Advocates on behalf of customers to more senior management, identifying approaches that meet customers needs as well as those of the organisation.

Decision Making - Level 3: Extensive Experience
- Considers the costs, benefits, risks, and chances for success, when making a decision.
- Seeks information about alternatives and chooses an option that meets a goal, solves a problem or avoids a risk.
- Approaches a complex task or problem by breaking it down into parts and considers each part in detail.
- Applies guidelines and procedures that leave considerable room for discretion and interpretation.
- Makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information.
- As needed, involves the right people in the decision making process.
- Balances competing priorities in reaching decisions.

Effective Communications - Level 3: Extensive Experience
- Tailors communication (e.g. content, style and medium) to diverse audiences.
- Utilises skill in presenting information, analysis, ideas and positions in a clear, succinct, accurate, convincing manner, as is appropriate with the audience.
- Reads cues from diverse listeners to assess when and how to change planned communication approach to effectively deliver message.
- Communicates equally effectively with all organisational levels.
- Understands others complex or underlying needs, motivations, emotions or concerns and communicates

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effectively despite the sensitivity of the situation.

Influencing Others - Level 3: Extensive Experience

- Builds on successful organisational initiatives to gain support for ideas.
- Anticipates and builds on others reactions to keep momentum and support for an approach.
- Makes multiple, tailored efforts to persuade (e.g. one-to-one and group discussions, presentations, demonstrations).
- Builds behind the scenes support for initiatives.

Initiative - Level 3: Extensive Experience

- Maintains a level of energy and work activity to achieve goals.
- Actively seeks and identifies opportunities to contribute to and achieve goals.
- Suggests ways to achieve better results or add value beyond the current situation.
- Perseveres in seeking opportunities to advance organisational objectives in the near term.
- Identifies and acts on opportunities to improve organisational processes or outcomes.

Interpersonal Relationships - Level 3: Extensive Experience

- Diffuses confrontational situations; treats others with respect, patience, and consideration.
- Notices and accurately interprets what others are feeling, based on their word choices, voice tones, facial expressions and other nonverbal behaviour.
- Discusses subjects in a constructive manner, with all levels of staff.
- Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways.

Negotiating - Level 3: Extensive Experience

- Creates an open and constructive environment for negotiation and assures all parties that a fair solution will be attained.
- Persuades others to review their demands and change their original positions.
- Negotiates mutually acceptable agreements with all parties involved.
- Expresses ideas/solutions in an appropriate manner to over come resistance, complaints and frustration from others.

Planning and Organising - Level 3: Extensive Experience

- Identifies varied resources needed (e.g. different types of expenditures; different skill mixes).
- Produces realistic and achievable work plans.
- Develops back-up plans to handle potential obstacles.
- Breaks activities into smaller components to facilitate completion.
- Renegotiates commitments or deadlines as circumstances dictate, ensuring no surprises at the expected completion.
- Evaluates the extent to which objectives have been achieved.

Teamworking - Level 3: Extensive Experience

- Listens to constructive feedback and incorporates suggestions to achieve collective objectives.
- Makes outstanding efforts to help other team members.
- Fosters team spirit.
- Ensures that all group members have an opportunity to contribute to group discussions.
- Helps build consensus among team members.

Technical

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MS Project 2003/2010 - Level 4: Subject matter depth and breadth

Networking concepts (incl. security, firewalls and TCP/IP) - Level 2: Working Experience

Preparation of Business Cases - Level 3: Extensive Experience

Preparation of Technical Documentation - Level 3: Extensive Experience

Project Management methodology - Level 3: Extensive Experience

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H.   AUTHORISATION DETAILS:

Prepared By:	Ben Hedges (Lexonis)	Date:	20 Dec 2013
Area Commander /FHQ HoD:	Paul Hollister	Date:	18 Feb 2015
Evaluation Panel:		Date:	26 Feb 2015

Appendix: Legend

High priority

Normal priority

Low priority

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