

**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:	Change Network Coordinator	Current Grade:	A006
Department:	Transformation Portfolio Group	Area:	FHQ
Reports To:	Business Change Lead	No of Posts:	1
Level of vetting:	SC	Post Number:	

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

To co-ordinate the implementation and maintenance of the BTP 2021 Change Network. The post will be instrumental in supporting the Business Change Lead, Engagement (Business Change) Managers and local management teams with the communication and feedback processes involved in the delivery of the BTP 2021 Portfolio of change.

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

**Financial – Direct or Non-Direct**

None

**Staff Responsibilities – Direct or Non-Direct**

None

**Any Other Statistical Data**

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

Act as a first point of contact for queries into the Transformation Portfolio Group, with a focus on providing an avenue for first line business change advice and guidance for programme, project and local managers.  
 Coordinate the recruitment and development of the change network, working with the Engagement Managers and programme/project managers to ensure that relevant departments and teams are represented  
 Coordinate the induction and training of change network members, designing and delivering inputs and activities where appropriate  
 Develop, maintain and hold responsibility for the Transformation Portfolio Groups business change databases and act as the point of contact for all service delivery and analytical requests in relation to these.  
 Gather data from programme, project and engagement managers to update the portfolio databases and ensure, reporting any potential issues relating to business change to the Business Change Lead.  
 Responsible for the content and maintenance of the Transformation Portfolio Groups intranet page and resource centre as the main repositories of change management toolkits, people toolkits, change management templates, and project documents.  
 Prepare and release portfolio progress, update and toolkit information via newsletters, posters, workbooks and case studies.  
 Co-ordinate and minute the Business Change and Change Network meetings.  
 Manage the BTP 2021 email account, researching answers and providing a response to requests wherever possible.  
 Research and draft guidance documents designed to assist programme and project managers with the delivery of their workstreams, publish these as part of the Transformation Portfolio Groups Business Change toolkit.  
 To co-ordinate workshops, briefings and training events for the Change Network members and Engagement Managers that are designed to assist with the delivery of the BTP2021 portfolio of change.  
 Perform horizon scanning to inform the work of the Transformation Portfolio Group, the Engagement managers and the Programme/Project Managers.

**REWARD**

**E. DECISION MAKING:**

**Make decisions**

**Significant say in decisions**

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

**Internal**

Extensive liaison with employees at all levels across the Force

**External**

British Transport Police Authority (BTPA)

Home Office

Train Operating Companies (TOCs)

Passenger Focus and other consumer organisations

Association of Train Operating Companies (ATOC)

Private and third sector organisations

Universities and external researchers

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

**Essential Criteria:**

**Qualifications and Training:**

Degree in a relevant discipline or relevant work experience

A change management qualification or relevant experience working within a change management environment.

**Experience:**

Extensive experience of working in a co-ordination role in a fast paced office environment

Proven ability to build good working relationships, often at a distance.

Ability to manage multiple workstreams at the same time, prioritising the key issues.

Experience in monitoring and updating a number of databases to quality assure priorities and targets

Experience and confidence in presenting to a wide variety of audiences and be an ambassador for BTP.

**Skills:**

Excellent verbal communication skills. For example, the ability to positively influence stakeholders and senior employees in an appropriate way to achieve positive outcomes.

Excellent report writing skills, so as to present issues in a clear and logical manner.

Excellent I.T. and administrative skills (including the ability to take minutes).

Excellent research and analytical skills with the ability to interpret, prioritise, and process data.

Ability to work as part of a team and on own initiative.

Able to liaise with internal and external contacts to establish and develop a two way exchange of information and data.

Self motivated with the ability to work under pressure while producing high quality work.

**Knowledge:**

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

Excellent knowledge of the UK policing environment.

**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.*

**REWARD**

**I. AUTHORISATION DETAILS**

Prepared By:	Created from Lessons Exploitation Coordinator (A006) by Miranda Smith and Graeme Kyle	Date:
Area Commander /FHQ		Date:
HoD:		Date:
Evaluation Panel:		Date: