BRITISH TRANSPORT POLICE

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:	Project Manager (Single Online Home)	Current Grade:	TBC (estimated B003) at Job Evaluation Panel
Department:	Digital Policing	Area:	FHQ – A Div
Reports To:	Project Implementation 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*

As the Project Manager for the Single Online Home project you will work with the Business Analyst and Transition Manager to support the Implementation Lead in delivering a significant change project that will transform the way in which BTP and the public interact with each other.

You will be responsible for delivering successful project outcomes using project management practices throughout the project lifecycle in addition to providing 'hands-on' project management support to the Implementation Lead and Transition Manager as required.

You will provide project assurance at the project board and to senior stakeholders, including the Project Sponsor and corporate PMO.

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

Financial – Direct or Non-Direct

Direct - Responsible for project financial forecasting and monitoring.

Ensure effective financial management and control is in place.

Liaise with finance to determine spend profiles and manage risk.

Staff Responsibilities – Direct or Non-Direct

Non-direct - Work with other project and change management colleagues in completion of project management activities helping to ensure consistent standards across BTP

Any Other Statistical Data

Regular analysis of project documentation including risk and issue logs, plans, etc. for assurance and PMO and/or project board reporting purposes.

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

- Successful project management of the Single Online Home Project

- Ensure the Single Online Home project remains on track and to budget

- Act as a conduit between the business units, organisational stakeholders and project team

- Ensure the project follows the BTP project management methodology, provide assurance to project stakeholders and produce regular project highlight reports

- Produce relevant project management documentation as needed to support project delivery, including project plans, risk logs, dependency maps and change impact and readiness assessments as appropriate

- Ensure that any risks, issues, conflicts or dependencies between projects are identified, managed and resolved

- Produce project stakeholder and communications plans and materials

- Ensure that all benefits are realised with equal focus across cashable and non-cashable benefits

- Support project teams and local managers in the definition and development of process improvement benefits and oversee post implementation reviews as required

- Communicate with relevant stakeholders to keep them informed of progress, issues and developments; providing appropriate briefings to enable them to make informed decisions.

E. DECISION MAKING:

Make decisions

- Makes day-to-day decisions on problem solving, priorities etc

Significant say in decisions

- Make specific recommendations and have a significant say in decisions affecting project outcomes taken at the project board and design authority

- Responsible for influencing the behavior of project stakeholders to promote the use of best practice project management techniques and to bring control to project delivery and implementation

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

Internal

- Extensive liaison with Chief Officers, heads of departments, officers and staff.

External

- Engagement with the Digital Policing Portfolio, suppliers and contractors as needed to obtain product and service information, clarify opportunities for product and service improvements, and obtain input and support for business change activity.

- Contact with Home Office and Scottish Police Forces and other public sector agencies to gather benchmarking information, best practice and lessons learned and other insights into common process, services and products.

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

Essential Criteria:

Qualifications and Training:

- Educated to degree level or equivalent experience
- Project management qualification such as Prince 2 or MSP

Experience:

- Proven experience of leading and implementing projects and/or programmes and developing organisational structures and systems that lead to increased organisational effectiveness
- Experience of working on all stages of the project development lifecycle, with the ability to facilitate, create and oversee large complex plans, including the delivery of complex projects
- Experience of benefits management including both cashable and non-cashable benefits
- Experience of working in a change management environment
- Experience of working on culture change projects and initiatives

Skills:

- Proven experience of using project management methodologies to successfully deliver project outcomes
- Proven experience of delivering complex change projects and/or programmes and of the overall project lifecycle
- Working within a multi-functional team with the ability to use own initiative
- High level of resilience and ability to work under pressure
- High level of self-organisation and motivation
- Excellent written and verbal communication skills, including facilitation skills and the ability to persuade and influence others to promote the use of project management disciplines
- Excellent risk, issue and dependency management skills
- Ability to apply experience and knowledge of project management disciplines to clearly define problems and resolve them
- Excellent stakeholder engagement skills including the ability to form working relationships with individuals at all levels of the organisation and leverage those relationships to get things done
- Ability to prepare guidance and training materials
- Able to use Microsoft office products including Work, Excel, PowerPoint and Visio to high level

Knowledge:

- Significant knowledge of project management disciplines, including: Project management; Programme management; Project consultancy, design and troubleshooting; Risk and issue management; Benefit Management; Business change and consultancy techniques; Financial forecasting and monitoring; Supplier management; Resource management and planning and business change management principles and methodologies.

Desired Criteria:

Qualifications and Training:

- Business change qualification or relevant experience

Experience:

- Experience of working for a police force
- Experience of working in a public contact environment
- Experience of working on website development projects
- Supporting the delivery of transformational change in police or other emergency service

Skills:

Knowledge:

- Knowledge of the Digital Policing Portfolio and Digital Public Contact programme aims and objectives

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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.*

You will be an innovative and self-motivated person, with a strong service oriented, can do attitude.

You will be a strong communicator, with excellent interpersonal skills, be able to communicate in a clear manner and be able to flex your style appropriate to the audience. You will be able and willing to challenge at any level in an appropriate manner.

BTP is a national Force and this role will require travel across the country to meet with stakeholders, members of staff, management, and suppliers as needed.

I. **AUTHORISATION DETAILS**

Prepared By:	Eleanor Howard	Date:	September 2019
Area Commander /FHQ HoD:	Supt. Chris Casey/Head of Digital Policing	Date:	September 2019
Evaluation Panel:		Date:	

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