

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:	Hydra and Digital Policing Training Manager	Current Grade:	B003
Department:	Digital Policing Coordination Unit	Area:	B div
Reports To:	Regional Training Manager	No of Posts:	1
Level of vetting:		Post Number:	

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

To support BTP's ongoing development of its Digital Policing capabilities such as Niche, Controlworks, mobile devices and Body Worn Video and the associated policing processes through engagement with Divisions and operational users throughout the force.

Working with the systems business analysts and managers, they will help coordinate the development of our digital policing capabilities principally on the supporting of ongoing innovation and continuous improvement to our operational policing.

They will manage a team that would conduct user research at division around existing or emerging capabilities within the digital landscape and ensure development proposals within existing or new systems take into account the operational impact, whether beneficial or not.

This role will also be in charge of working with learning and development in creating the training packages and material for our digital systems for both existing and future capabilities and will also be responsible for the delivery of training to our users across the force.

They will also be responsible for constant feedback from divisions on our digital solution especially around the monitoring of the benefits realisation on recently introduced capabilities and any other feedback.

This may include the creation of new proposals to existing or new systems in conjunction with systems analysts to meet the divisional operational feedback.

They are also responsible for ensuring that the required business change for existing or new capabilities for digital policing are researched and implemented via training or working with divisions.

They will also be involved in the necessary business engagement to push and embed cultural changes that are required for the current and future digital solutions

To manage the development and creation of Hydra exercises ensuring that delivery is on time, to budget, and satisfies stakeholder requirements including Divisional and Force objectives

To lead the Hydra team in the delivery of Hydra exercise and prioritise tasks of the team in support of Divisional and Organisational objectives

To be a single point of contact and expertise in development of Hydra exercises and Hydra Training Methodologies

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

Financial – Direct or Non-Direct

Responsible for any budget for travel for the Digital Policing Coordination Unit/Non direct Hydra suite

Staff Responsibilities – Direct or Non-Direct

Responsible for 2 Digital Policing Researcher and Trainers/2 IT trainers and 2 Hydra technician and digital designer

Any Other Statistical Data

Nil

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

- **Leadership**
- Direct and manage the Hydra team nationally to ensure that they achieve work plans and personal objectives. To consistently monitor the delivery of learning within Hydra nationally to achieve the required delegate levels of knowledge, skills, and behaviours and where necessary to identify and influence delegates to ensure they achieve agreed force learning outcomes.
- **Project management**
- Responsible for providing divisional operational input on the development of change proposals on digital policing systems, working with systems analysts to develop understanding
- Responsible for impact-assessing new system releases related to division, working with systems analysts to understand how they could be implemented and identifying resources required (planning)
- Responsible for researching the necessary business changes around digital policing solutions and documenting and agreeing the implementation with Divisions
- Project Manage the development of Hydra exercises ensuring that they are produced and delivered in accordance with the Hydra methodology and to BTP and railway industry quality assurance standards. Maximise the use of available technologies to ensure BTP is at the forefront of Hydra Operations worldwide
- **Financial**
- Ensure management of the Hydra financial budget is kept in line with approved and agreed budget requirements and manage the costs of the two Hydra Suites in London and Liverpool and remote syndicate rooms
- **Teamworking**
- Responsible for ensuring comprehensive training delivery for Digital systems across the force including input into new recruit training.
- Management of the resources within the Digital Policing Coordination Team
- **Operational Performance**
- Responsible for creating new training packages for the digital policing systems including packages for new functionality, major system changes or new systems
- Responsible for the retrieval of feedback from user research from divisional operational users on digital policing systems and raising new proposals or suggested changes to BTP policing systems as appropriate
- Responsible for the reporting and monitoring of the expected business change and benefits from the policing systems and providing feedback to divisions and Digital Steering Board Leadership
- To support the design of Hydra scenarios in line with Divisional, and Force objectives
- **Relationship Management**
- Responsible for maintaining digital systems training courses and tools ensuring they are current and up to date.
- Develop relationships and maintain strong lines of communication with a variety of key internal and external customers and stakeholders including key sponsors and police forces nationally to understand needs, check information, gain ideas, feedback and approval and manage expectations to maximise the effectiveness of Hydra training within BTP
- **Personal Development**
- Maintain and develop own knowledge of BTP plans, operations, activities and Learning and Development practices/developments within the framework of guidance and support provided by BTP.

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E. DECISION MAKING:

Make decisions

Responsible for ensuring portfolio delivers an effective service and make decision's to enable this

Significant say in decisions

Responsible for influencing SLT and guiding the development of strategy on the digital solutions, the planning of future releases and the extension of new functionality.

Ensure stakeholders are given expert advice and guidance on risks associated with the portfolio

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

Internal

Extensive engagement with key stakeholders and end users in the operational divisions in developing new proposals or planning extensions of functionality or new releases and retrieving feedback.

Engagement with key stakeholders on proposed business changes for new and existing digital policing systems and functionality.

Extensive engagement with digital systems analysts and owners in assisting the development of new proposals or planning extensions of functionality or new releases

Extensive engagement with the Learning and Development department during the development and implementation of training on digital solutions

Engagement with Divisional Planners and DMS team in organizing training

Engagement with Lessons Exploitation Centre and Research And Development in coordination of user research across the force

Divisional Training Delivery Managers
Learning and Development Service Centre Manager
Crime Training Manager
Recruit Training Manager
Leadership and Talent Development Manager
Divisional Rostering Teams
Head of L&D
Senior Leaders within the Force
FHQ and Divisional Training Teams

External

Engagement with counterparts in other Forces when evaluating, developing or planning delivery of change proposals and sharing learning on training

Other force Hydra Managers/ Hydra foundation
Railway Industry Partners
College of Policing

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

Essential Criteria:

Qualifications and Training:

PTTLS or Nationally recognised min level 3 Training Qualification

Change Management qualifications or relevant experience.

Qualification in Management and Leadership of relevant experience

Hydra Facilitation Course or relevant experience

Experience:

Design, Development and Delivery of IT Training Courses

Experience in the documentation and delivery of business change for a large digital transformation project.

Experience in delivering User Research using various techniques such as surveys, workshops and discovery sessions.

Experience in working in large national organizations

Experience of translating user research into practical, compelling and meaningful proposals for complex enterprise level IT systems

Experience of facilitating user input/research on proposed system changes within complex enterprise level IT systems and translating to meaningful input into the proposed business and system changes

Experience in managing a team of resources in conducting user research and delivering training course across a large or medium sized enterprise

Business Analysis experience with specific expertise, engagement and/or experience in Business Analysis and Requirements Development and Reporting

Experience in planning change delivery, including resource planning and risk/issue management

Experience in identifying training needs and designing training courses based on system changes within complex enterprise level IT systems

Experience in driving and embedding cultural changes in large organisations, Management and leadership of multi-skilled team

Experience in managing the design and development of Hydra exercises and complex learning programmes

Skills

Ability to carry out Training Needs Analysis (TNA)

Skills in the planning, documenting and management of Business Changes

Skills in Requirements Development and Reporting.

Strong written, oral communication and presentation skills.

Ability to develop effective working relationships with police officers and staff at all levels, and strong interpersonal and collaboration skills.

Ability to work effectively in changing situations, shifting priorities and simultaneous demands.

The ability to work within a team to achieve agreed objectives, both as a leader and as a team member
Professional, persuasive and influential. Able to command the confidence of senior managers

Strong negotiating, influencing and interpersonal communication skills

Strong customer service skills and has a customer service orientation

Ability to relate own role and the role of the Hydra team to wider organisational and departmental plans

Excellent planning and organisational skills with the ability to plan and organise multiple training events

Knowledge:

Knowledge of Change Management methodologies and approaches

Fully competent in using and operating IT programmes such as Microsoft Word, Excel, Powerpoint, Outlook and Access

Excellent knowledge of the Hydra methodologies as specified by the Hydra Foundation and how this relates to a multi agency training environment

Desired Criteria:

Qualifications and Training:

Accredited trainer in any policing IT solution

Level 4 Training qualification to enable delivery of College of Policing Courses

Facilitation Skills qualification

Experience:

Experience of Police IT Systems especially in the delivery of business change and training

Experience on mobile technology solutions especially in the delivery of business change and training

Previous experience within BTP or the Railway industry

Experience in negotiating successful outcomes with external partners

Previous experience within BTP or the Railway industry

Previous experience working in an operational role or L&D role within a police environment.

Previous experience in a Hydra Technician/Facilitator role

Skills:

Web Design

Competent in audio/ video/ digital photography editing systems and production and Visual basic

Knowledge:

Knowledge of policing and policing processes, organisation and regulations

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.*

Travel within the UK to visit other Hydra suites, maintain professional links and observe Hydra events

To be flexible around the need for occasional weekend and evening working

Maintaining personal operational skills and qualifications by participating in policing operations as and when directed to do so

I. AUTHORISATION DETAILS

Prepared By:

Date:

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

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