

## 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:	Programme Manager (Generic)	Current Grade:	C001
Department:	Various	Area:	FHQ
Reports To:	SRO or Programme Lead	No of Posts:	5
Level of vetting:	NPPV 2	Post Number:	TBC

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

The Programme Manager is responsible for delivering intended programme outcomes and benefits.

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

#### Financial – Direct or Non-Direct

Manage the programme budget on behalf of the SRO monitoring the expenditure and costs against delivery and realise benefits.

The post-holder will be responsible for regularly capturing on-going benefits realised from projects and ensure that benefits are tracked as efficiencies and/or savings are delivered.

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

Direct reports – all dedicated programme resources such as Project Managers (B003), Business Change Leads

In-direct reports – all temporary resources required for successful programme delivery.

#### Any Other Statistical Data

Programme managers will have a critical role in delivering one of the 10 strategic programmes that will make up the BTP 2021 transformation portfolio which will implement a new operating model to make BTP a more effective and efficient organisation. The first programmes are expected to mobilise in early 2018. The programmes will put in place new services and process to improve operational effectiveness and oversee planned efficiency initiatives such as the move to shared services.

REWARD

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

Champion and implement effective programme delivery, supporting the BTP vision and strategic plan;

Manage communication and engagement with programme stakeholders, developing and maintaining strategic relationships and working in partnership to resolve problems to benefit operational policing and the BTP;

Provide overall direction and leadership for the programme and project delivery teams in scope of the role

Build and sustain capacity and capability within the programme and project teams to deliver the programme

Manage programme team resources, ensuring they are tasked effectively to deliver programme outcomes

Ensure delivery of programme and project outcomes and benefits

Lead the programme, including set-up, management and delivery, ensuring that the programme delivers and meets all mandated processes, standards and reporting requirements

Deputise for the Implementation lead of the programme where required, with authority to make delegated decisions, and be the key contact for the programme for senior stakeholders

Co-ordinate projects and their interdependencies

Identify, manage and resolve risks, track and manage costs and benefits, provide reports as required, and ensure all outputs meet professional standards set by the portfolio office

Describe the purpose and intended outcomes of the programme to a wide variety of stakeholders ensuring that key messages are understood and recognised

Own the programme business case

Monitor programme cost and financial requirements and ensure compliance with schemes of delegation

Develop solutions as necessary to ensure programme outcomes and benefits are delivered. This may range from workshops, meetings and the production of key artefacts

Manage dependencies to and from and to the programme

**E. DECISION MAKING:**

**Make decisions**

Make decisions across the scope of the Programme, including prioritisation of projects, resource allocation between projects, budgets, deliverables and dependencies.

Make decisions about escalating issues impacting delivery to senior stakeholders and/or the SRO.

**Significant say in decisions**

Responsible for influencing senior stakeholders in making an informed decision around the delivery and prioritisation

Make specific recommendations and have a significant say in decisions affecting programme outcomes taken at Programme Board, individual Project Boards and by the SRO.

**REWARD**

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

**Internal**

Directly report to the programme SRO and professionally accountable to the Head of Transformation  
Provide strategic level advice in relation to continuous improvement, change management and programme methodologies.

Present programme proposals to senior stakeholders within BTP and externally as required

Extensive inter-departmental communication with Chief Officers, Heads of Departments, and officers and staff force wide.

Influence and negotiate with stakeholders to align projects with the organisation's strategic aims.

**External**

External consultants, external companies, external customers and public bodies including key stakeholders.

**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

Managing Successful Programme /PRINCE2 or relevant PPM management experience

**Experience:**

Experience of leadership and delivery of large and complex projects that significantly contribute to strategic objectives.

Experience of working in a large organisation and excellent inter-personal skills.

Experience of working on all stages of the programme development lifecycle, with the ability to facilitate, create and oversee large complex plans, including the delivery of large scale multi-disciplined projects.

Experience of maintaining effective systems in support of forecasting, resource management, quality and financial control.

**Skills:**

Ability to deliver programmes using recognised methods and processes.  
Ability to manage multiple parties including, internal and third party vendors, on high profile programmes  
Ability to manage programme and project teams across multiple locations  
Ability to apply budgetary control and resource allocation processes  
Ability to create a sense of community amongst the disparate members of the Programme teams.  
Excellent written and verbal communication skills  
Outstanding communications skills for internal and external audiences  
Excellent relationship building skills with a good understanding of different cultures and how to work with them to deliver results.  
Ability to use analytical techniques in the decision-making process.  
Ability to persuade and influence others to change behaviour patterns to promote the use of project management disciplines.  
Ability to work unsupervised, setting priorities according in terms of project outcomes and contribution to strategic objectives.  
A working knowledge of PPM tools and software.

**Knowledge:**

Knowledge of Programme and Project Management methods and disciplines.

**Desired Criteria:**

**Qualifications and Training:**

Lean Six Sigma (Green Belt certified or above)  
P3M3

**Experience:**

Contract and Supplier Management

**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:	Revised by Graeme Kyle and Miranda Smith	Date:
Area Commander /FHQ		Date:
HoD:		Date:
Evaluation Panel:		Date: 02/01/2018