

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: | Digital Policing Change and Training Manager | Current Grade: | B003 |
| Department: | Digital Policing Coordination Unit | Area: | |
| Reports To: | | No of Posts: | 1 |
| Level of vetting: | MV | Post Number: | |

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

To support BTP's on-going development of its Digital Policing capabilities such as Niche, Controlworks, officer mobile devices and BWV 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 on-going 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

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

Staff Responsibilities – Direct or Non-Direct

Responsible for 2 Digital Policing Researcher and Trainers

Any Other Statistical Data

Nil

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

- Responsible for providing divisional operational input on the development of change proposals on digital policing systems, working with systems analysts to develop understanding and flesh out requirements
- 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 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 creating new training packages for the digital policing systems including packages for new functionality, major system changes or new systems.
- Responsible for maintaining digital systems training courses and tools ensuring they are current and up to date.
- Responsible for ensuring comprehensive training delivery for Digital systems across the force including input into new recruit training.
- Responsible for establishing and maintaining communication networks with the appropriate divisional operational contacts and the relevant systems analyst and managers
- Management of the resources within the Digital Policing Coordination Team
- Responsible for researching the necessary business changes around digital policing solutions and documenting and agreeing the implementation with Divisions
- 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

E. DECISION MAKING:**Make decisions**

Must be capable of working effectively without close supervision

Responsible managing workload, and deciding when to prioritize and how to manage conflicting demands (within agreed tolerances)

Responsible for deciding when to raise risks or issues in relation to a particular initiative

Responsible for deciding on the content, type and timings of user research to retrieve feedback from divisions

Responsible for making decisions on how best to deal with feedback from divisional feedback such as deciding to alter training, request configuration change or request new functionality

Significant say in decisions

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

F. 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

External

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

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

Essential Criteria:

Qualifications and Training:

Level 3 Training Qualification

Qualification in User Research or relevant experience

Business Analysis qualifications or accreditation or relevant experience

Change Management qualifications or relevant experience.

Experience:

Design, Development and Delivery of IT Training Course

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 organisations

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

Skills

Ability to carry out Training Needs Analysis (TNA)

Good facilitation skills

Skills in User Research

Skills in the planning, documenting and management of Business Changes

Business Analysis skills and use of structured Business Analysis methodologies.

Skills in Requirements Development and Reporting.

Good planning and time management skills.

IT literate with experience of using MS Office applications.

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

Knowledge:

Knowledge of User research techniques and methods

Knowledge of Change Management methodologies and approaches

Knowledge of Structured Business Analysis methodologies and best practice.

Knowledge of Requirements Definition and Reporting methods.

Desired Criteria:

Qualifications and Training:

Accredited trainer in any policing IT solution

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

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

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

Skills:

Web Design

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 is expected in this role, with 1 or 2 days per week (on average) spent in London or other BTP locations

I. AUTHORISATION DETAILS

Prepared By:

Date:

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

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