

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:	Engagement and Development Manager (formerly Stakeholder Engagement Manager)	Current Grade:	B002
Department:	Public Protection and Vulnerability	Area:	FHQ
Reports To:	DCI PP and V	No of Posts:	1
Level of vetting:	RV	Post Number:	

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

To support the strategic stakeholder relationship and communications strategy for BTP and its key internal, external and international partners primarily in relation to sexual offences, but also Domestic Abuse, Hate Crime and Stalking and harassment, providing advice and guidance to Public protection and Vulnerability management team, Head of Crime and other BTP senior management team as required.

Communicate key messages across the business to address different audience needs and meet organisational requirements in the overall management of the response to changes in Public Protection and Vulnerability portfolios across the business.

Provide project management capability for Public Protection and Vulnerability for developing BTP's Public Protection and Vulnerability related strategies and improvement plans, through the successful delivery of policy, procedures, process, people and cultural change.

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

Financial – Direct or Non-Direct

Indirect: Shared responsibility for successful project outcomes affecting the organisation's total project budgets of £8.6m capital and £9.2m revenue.

Indirect: Responsible for individual project revenue and capital budgets and the business reporting cycle.

Indirect: Ensure effective financial management and control. Liaise with finance to determine spend profiles and manage risk.

Staff Responsibilities – Direct or Non-Direct

Direct: Public protection Admin A004 role in Leeds. ***

Indirect: Tasking of Intelligence Analyst and Intelligence Researcher with specific work packages to guide deployment of resources and support national strategy.

Any Other Statistical Data

Up to 2,100 sexual offences nationally with current increase projected to continue. Sexual Offences are classed as third highest risk / priority for BTP within National Intelligence Assessment.

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

Define and implement a strategic stakeholder engagement and partnership strategy for strands of BTP Public protection and Vulnerability portfolios in order to develop relationships with critical external partners to deliver a coherent, multi-agency approach to tackling these issues in line with BTP Strategic Objectives, Policing Plans and Control strategy.

Develop, manage and maintain BTP relationships with partner law enforcement agencies, Non-Government Organisations (NGOs), industry, government, academia and media through the leading engagement activities, consultations, and representation at inter agency meetings and programs, ensuring effective integration of BTP PP&V strategies/activities with partners, key messages and activities are disseminated to internal and external stakeholders and confidence is maintained.

Provide high level specialist advice and guidance for BTP SMT, managers and employees in relation to specific strands for example sexual offences, hate crime, domestic abuse, stalking/harassment, honour-based abuse regarding stakeholder engagement, media relations and improving inter-agency partnerships, identifying and managing any reputational risks to BTP, recommending and implementing plans/activities to mitigate any negative and enhance any positive results.

Identify and develop best practice for BTP in relation to effective communications and stakeholder engagement within the public, private and third sectors, allocating communications and engagement priorities to relevant departments, teams and individuals as appropriate.

Develop and implement BTP's approach to external scrutiny of sexual offences, hate crimes and domestic abuse ensuring solutions add value to the business, ensuring that activities are transparent and accountable and feedback is collated and distributed effectively. Providing an interface for third party scrutiny bodies and advocacy groups, promoting active dialogue between them and the wider organisation.

Cultivate and manage sustained engagement with international partner agencies to promote knowledge sharing and collaboration opportunities.

Develop, implement and manage, in collaboration with BTP Media & Marketing, media communications strategy to facilitate publicity on positive outcomes to maintain and build confidence. Prepare and coordinate issue news releases and articles on BTP's work and issues currently affecting policing of sexual offences on the railway to improve a public profile for BTP and increase public confidence

Drive the development of organisational capability in relation to public protection and Vulnerability related matters through managing the delivery of projects and related change management programmes, being responsible for identifying and implementing initiatives to improve and develop organisational capability, operational effectiveness and stakeholder engagement. Responsible for project outcomes, interventions, reporting, finance and assurance to the PP&V management team

Guide and support the development of BTP's strategy for tackling relevant PP&V strands, , managing relevant research and analysis to produce solutions / recommendations that are operationally viable, enhance business performance and maintain stakeholder confidence.

**E. DECISION MAKING:
Make decisions**

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Make decisions across PP&V portfolios, ensuring accurate assessment of prioritisation of competing projects and initiatives, budgets, deliverables etc. across a range of projects.

Makes decisions around level of governance required and applied for each project and its approvals.

Makes decisions regarding escalation of issues impacting stakeholder management and project delivery to senior stakeholders and/or the Head of Safeguarding

Make day-to-day decisions on problem solving, priorities etc. with diplomacy and sensitivity.

Significant say in decisions

Responsible for influencing the behavior of internal and inter-agency colleagues to promote the use of best practice and bring control to and successfully resolve contentious / politically sensitive issues.

Make specific recommendations and have a significant say in decisions affecting the operational, practical and procedural changes affecting BTP's sexual offences and wider Public Protection strategy.

Responsible for influencing the behavior of BTP Officers and staff to promote the use of best practice and bring control to project implementation and user acceptance.

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.

BTP SMT, Divisional/sub-Divisional Commanders, Head of Crime, Head of Safeguarding, Officers and other BTP areas to ensure effective communication of sexual offence matters and procedures to enable the sharing of best practice and efficient service.

External

Policing/law enforcement partners, DfT, TfL, MOPAC, CPS:

Representing BTP by sitting on relevant practitioner and national strategy groups and external meetings
Forming/contributing to working groups looking at the impact and possible responses to developments in sexual offences

Developing an understanding of best practice/lessons learned from across the sector and identifying how this would impact on BTP

Coordinating activity for relevant publicity campaigns including Report It To Stop It and related media campaigns
Identifying and taking advantage of development opportunities

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NGOs, Advocacy / Campaign Groups, Academia, Industry:

Building working relationships and leading on appropriate consultation and feedback regarding operational activity and future intentions

Negotiating support of operational and publicity activities as well as joint communications to public
Proactively represent BTP at events, roundtables and conferences to raise BTP profile and develop networks

Maintain understanding of latest research relating to sexual offences and raise awareness of internal research.

Media:

Assist with response to Media enquiries and in conjunction with BTP Media & Marketing prepare and issue publicity material.

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

Essential Criteria:

Qualifications and Training:

Qualified to a degree level or equivalent

Experience:

Experience of providing strategic level advice in relation to stakeholder and partnership management with proven ability to work collaboratively across a range of law enforcement stakeholders and agencies to secure positive outcomes.

Effective analytical skills with the proven ability to interpret complex and sensitive information (crime pattern analysis and data, research outcomes, policing strategies) and translate via reports, advice, and briefings into meaningful communications for internal and external audiences.

Excellent interpersonal and communication skills with a proven ability to build and maintain politically sensitive relationships with 3rd parties in a professional manner, working successfully with stakeholders and customers to ensure the successful delivery of change and implementation of policies.

Excellent organisational skills and attention to detail, with evidence of operating at and maintaining high standards through periods of high demand, successfully managing customer expectations throughout.

Experience of managing consultation with 3rd party agencies and general public and supporting national publicity campaigns and internal/external communications and media liaison.

Experience of leading and implementing projects and/or programmes and developing organisational structures and systems that lead to increased organisational effectiveness or that significantly contribute to strategic objectives and facilitate operational and business change.

Skills:

Ability to demonstrate effective leadership and people management skills with an emphasis on problem solving, decision making and influencing with evidence of anticipating potential issues, taking effective action to ensure operational effectiveness.

Ability to produce results driven and delivery focused management reports, must possess excellent persuasive advocacy skills / oral communication skills to enable persuasive influencing of stakeholder management.

Diplomacy and sensitivity when dealing with inter-agency issues; with an ability to maintain under pressure the organisational confidence, integrity and values.

Strategic thinking; including the ability to understand wider organisational issues impacting sexual offences and BTP as a whole.

Excellent management, organisational, and administrative skills with attention to detail and the ability to prioritise work to meet deadlines under pressure.

Knowledge:

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Working knowledge of the profile of sexual offences on public transport, current operational activities and available tactics, emerging research and challenges.

Thorough appreciation of stakeholder network and political landscape for vulnerability-related matters within BTP.

Understanding of inter-agency working and building relationships with influential external stakeholders.

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

Updated By: A Cooper
Area Commander /FHQ
HoD:
Evaluation Panel:

Date: 13.08.19

Date:

Date:

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