BRITISH TRANSPORT POLICE

Job Description

A: Post Details

Job Title: Digital Workplace Manager	Grade: C001
Department: Technology	Division: Select Division
Reports to: Head of Digital Workplace	Contract Type: Select Contract Type
Level of Vetting:**Management Vetting**	Numbers in Post: 3

B: Purpose of the Post

The Digital Workplace Manager plays a key role in designing, enabling and delivering the Vision and Strategy of the Digital Workplace function within BTP. The role supports and delivers the formal requirements associated with End User Computing and Microsoft 365 service architecture, service design, service management and configuration management responsibilities. In addition, the role works on delivering the required Digital Workplace Strategy and its ongoing transformation to mitigate and manage the associated risks in regard to our IT assets and services, and to drive cost efficiencies and mobility. Resilience of our End User Computing estate and our Microsoft365 tenant and services is critical to operational efficiency and underpins core technology services for BTP.

Digital Workplace looks to provide technologies and technical solutions with the primary objective of boosting productivity, collaboration, communication, connectivity and mobility. Digital Workplace consists of three teams, End User Computing, Digital Productivity Platforms (backend M365) and Digital Productivity Services (Frontend M365).

Reporting into the Head of Digital Workplace, the role will be assigned a primary team of technical specialists but is expected to cover the management of other teams within Digital Workplace, when necessary, and pick up the required technical skillsets within each area to be technically hands-on and guide the team technically. The purpose of this role is to manage the team on a day-to-day basis, mentoring and developing the team members core skills and expertise whilst maturing the overall processes and procedures across BTP in relation to Digital Workplace. The role supports BTP business objectives and policing strategy through the delivery and development of End User Computing technology and Microsoft365 platforms, solutions and services.

In addition, stakeholder management, collaboration and engagement with cross-functional teams is associated with the role, as is external engagement across wider forces and industry seeking best-practices and shared collaborative learning around Digital Workplace.

C: Dimensions of the Post

Financial – Direct or Non-Direct
Direct:
•   Responsible for the direct capex and revenue costs associated to the Digital Workplace contracts within designated primary team.
Non-Direct:
•   Responsibility for the asset management and licences, vendor and supplier management for delegated services.
•   Responsible for providing best value advice and recommendations to support the selection and procurement services and products.
Staff Responsibilities – Direct or Non-Direct
Direct:
•   Line management of a minimum of 5 direct reports within the team, including Architects, Specialists, Engineers and Analysts. Resource management across the team, ensuring that the relevant workload associated to the team (Design, Project management, Operational and Change) are delivered as per agreed deliverables.
Line management of a number of a number of direct reports from other teams within Digital Workplace when required, to cover for leave and/or when resourcing needs arise.

D: Principal Accountabilities

• **Line Management** – Direct line management of a Digital Workplace team and responsibility for the Digital Workplace transformation within designated area to establish the vision, direction and governance of the team. This includes recruitment and retention of staff, future career and succession planning, comprehensive development plans and robust performance management across the board to realise a highly motivated, engaged and performing team. To ensure mentoring and coaching of team employees, and to ensure relevant professional development to team employees.

• **Service Strategy & Design** – Assist in the development and delivery of the product and service strategy for the Digital Workplace portfolio aligned to the associated business objectives and associated accreditation requirements. To ensure that the relevant service design and architectural requirements are in place ensuring that our platforms, processes and procedures are safe, secure and robust aligned to the associated business requirements. Responsible for delivering secure and reliable technologies and technical solutions with the primary objectives of boosting productivity, collaboration, communication, connectivity and mobility.

• **Incident and Problem Management** – Responsible for 3rd line incident and problem management in relation to Digital Workplace problems, incidents and breaches. To lead on ensuring an appropriate and robust response to applicable incidents and problems, ensuring root cause analysis and resolution occurs. In addition, ensuring an applicable out-of-hours support model in place when required for 24x7x365 operational running.

• **Resource Management** – Ensuring that the Digital Workplace team is able to provide the relevant resource as applicable to associated programmes and projects operating within the Technology Programme Management Office (PMO). Responsible where delegated for the design, delivery and handover of associated Digital Workplace projects in a timely and comprehensive manner.

• **Technical Subject Matter Expert** – To act and engage as the Subject Matter Expert (SME) on primary area within Digital Workplace, both within the department, wider function and overall organisation as required. As SME work closely with other specialist area's to build effective and creditable relationships to understand their Digital Workplace requirements, responsibilities and risks for example Cyber Security and Information Security. Act as the Subject Matter expertise around primary Digital Workplace function, using practices such as thought leadership to ensure that the Force is enabled to work anywhere/anytime across our offices and to enable robust homeworking for employees aligned to the future smarter working strategy and direction.

• **Continuous Development** – Digital Workplace is fast-paced environment with rapidly changing requirements and a high level of technical skill upkeep and development is required. The post holder will be responsible for ensuring their technical skills, and that of their team, is kept up to date and relevant, keeping solution/technology roadmaps up to date and future proofing solutions as far as possible, taking an agile approach to ensure rapid delivery and maximum value realisation.

• **Governance** - The role is accountable to ensure that relevant industry frameworks and design principles (e.g. NEP) are established inside BTP, creating levels of governance that ensure our Digital Workplace services are safe, secure and reliable.

• **Communication** - Exceptional communication and collaboration skills with proven success to influence, inspire and support a diverse Tech community.

E: Decision Making

• Decisions taken may be broadly guided by legal advice, as well as existing policies, the post holder is required to apply their knowledge, experience and judgment to devise pragmatic solutions to meet business and technical objectives, which facilitate progress.

• The post holder will be expected to address and resolve technical and business problems, and to use their relevant experience and knowledge of emerging digital workplace technologies alongside their associated business skills to identify and recommend solutions.

• The post holder is expected to set relevant and SMART objectives for their employees to support organisational and strategic goals, and to establish and determine appropriate priorities.

• The post holder will be given a general direction from the Head of Digital Workplace; however, they are required to apply a degree of judgement and autonomy in the role, and to make appropriate recommendations to the Technology SLT as relevant.

- The post holder will face new and challenging situations where a calm and controlled approach must be applied to the associated the problem and an appropriate solution found.

F: Contact with Others

Internal
- Technology / Information Management / Digital Policing / Professional Standards / Cyber Crime Unit. Act as a bridge between technical teams on Digital Workplace matters. Manage stakeholders; raise any gaps in existing/new solutions and make recommendations of how to be secure by design to minimize business risk.
- Working closely with Information Management/Information Security, Professional Standards and the Cyber Crime Unit on a constant basis to build up the appropriate levels of engagement, ensuring the sharing and cross-fertilisation of relevant information and learning.
- Work closely with Technology Infrastructure, Networking and Support teams to ensure robust solutions are designed and effectively implemented and delivered, documented and service transitioned over to support.

External
- Contact with counterparts within Microsoft, Home Office Forces and rail organisations as well as PDS and support delivery partners to establish peer groups within the community.
- Core IT suppliers (for development, testing and service handover and transition purposes)
- Operational stakeholders and technology vendors
- Other third-party suppliers

G: Essential Criteria

Qualifications and Training:

- Professionally qualified with a relevant degree/postgraduate qualification, plus a number of years' relevant managerial experience, or broad experience and proven success in a Digital Workplace development/specialist area.
  Or:
- Substantial and extensive vocational experience demonstrating professional development and achievement in a series of progressively and broad work roles, backed by evidence of deep and broad subject matter knowledge across Digital Workplace area.

Experience:

- Technical third/fourth line Team Leader/Management experience in a large organisation in relation to delivering Digital Workplace technologies/solutions.
- Experience of managing teams in a complex, challenging environment setting and managing against SLA's and business objectives.
- Experience of leading and developing high performing teams, supporting Agile working practices, and a digital delivery culture.
- Significant experience of implementing, managing and supporting digital workplace solutions in a demanding environment.
- Strong experience of incident resolution, requests, changes and problem-solving activities delivered to agreed SLAs.
- Extensive experience of implementing, managing and/or administrating M365.
- Experience working with run critical national infrastructure either within the Public or Private Sector including 24x7x365 operational SLA's and criticality.
- Good experience of Azure, Office 365 and automation tools and the maintenance of detailed application and tenant knowledge to support technical teams, as appropriate.
- The use of agile methodologies to maintain a strong focus on delivery priorities, holding others to account for delivery, and swiftly responding to changing requirements.

Skills:

- **Autonomy** - Works under broad direction. Work is often self-initiated. Is fully accountable for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the delegation of responsibilities.
- **Management** – The ability to lead and manage a team of skilled employees focused on ensuring clear deliverables and objectives are met and completed. Ensuring the wellbeing and development of the team members and acting to ensure clarity and direction is achieved.
- **Influence** - Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments.
- **Complexity** - Performs an extensive range and variety of complex managerial, technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements. Contributes to the formulation of the Digital Workplace strategy. Creatively applies a wide range of technical and/or business principles.
- **Business Skills** - Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement.

Knowledge:

- Extensive knowledge of the M365 platform and associated services, relevant to Digital Workplace.
- Extensive knowledge of core digital workplace technologies together with an understanding of the key technology providers
- Strong knowledge of emerging technologies and their applicability to the force
- Strong knowledge around setting and managing SMART objectives for employees, establishing regular and robust performance management and developing personal development plans.
- Good business management knowledge including up to date knowledge of applicable legislation, best practice principles and regulatory requirements around employees and working practices in a public sector organisation.
- Knowledge of industry best-practice frameworks including ITIL, and its implementation inside a similar sized organisation.

Desirable criteria:

Experience of developing Digital Workplace solutions in a large Public Sector organisation

H: Additional Information

- Flexible to travel across the UK as required
- Role may require regular on-site working
- Potential On-Call requirement within the role supporting the function

For Panel to complete only:

Line Manager Approval: (this is only signed off when the line manager has approved the final version)

Panel Approval: (this will only be signed off once the job has gone through the Job Evaluation Panel)

Date: Click or tap to enter a date.