

JOB DESCRIPTION

Job Title: Business Change Project Manager (Generic)	
Job Family: Business Support	Role Profile Title: BB4 Police Staff
Reports To: Business Change Programme Manager	Band level: 4J
Staff Responsibilities (direct line management of): <ul style="list-style-type: none"> Project team may include day-to-day management of other managers, senior police officers, contractors and support staff 	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: lead the successful delivery of business change projects at force, bi-lateral and regional level including project initiation, planning, resourcing, budget, project governance, implementation, communication, dependency management, risk management, issue management, and project benefits realisation.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role for each project managed are as follows:

- 1. Design and planning:** Design, plan and co-ordinate all aspects of the project to ensure the effective delivery of project deliverables. This will include taking the project forward from appointment, project initiation, ongoing project management, proactive monitoring of progress, dependency management, implementation, delivery of new capabilities, benefits realisation, lessons learned and project closure.
- 2. Lead and manage project teams:** Lead and direct the work of project teams. Facilitate the appointment of officers, staff and contractors to the project team. Engage with and negotiate resources from other departments who will be key enablers for delivery. Manage performance of the project team and the allocation of people and skills within the project to ensure the team operates effectively and efficiently. Manage all internal and external suppliers to the project.
- 3. Stakeholder management and communication:** Manage the proactive engagement of stakeholders and those impacted by the change, working in collaboration with key enablers e.g. People Directorate and Corporate Communications where appropriate. Accountable for all aspects of communication related to the project, including reporting to governance boards when necessary. Represent the project at all relevant Force, bi-lateral, regional and national meetings.
- 4. Governance:** Accountable to Programme Managers and project sponsors for high standards of project governance delivered throughout. Set up and manage the project governance structure including the project board, teams and working groups with specific roles and responsibilities. Responsible for clearly defined and auditable decision making within the project especially where this relates to risk management and financial management. Responsible for the project's compliance with the agreed project delivery framework.
- 5. Risks and Issues:** Responsible for the effective management of risk and issues within the project, initiating corrective action as appropriate and escalation to a programme level when necessary.
- 6. Budget:** Manage resourcing and financial management within the project to ensure that the project is kept on track and that delivery is within the allocated budgets. This may include working with finance teams in multiple forces. Responsible for financial forecasting and working with finance teams to ensure that appropriate approvals are sought at the correct level. Where external suppliers

are engaged on the project the role may involve working with procurement legal and finance to initiate and manage external supplier relationships.

7. Maintain awareness of the national and regional agenda, representing the Force at external meetings where appropriate and balancing external requirements against the needs of the Force.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

Each Project Manager may be assigned to multiple projects and work-streams delivering at a Force, bilateral or Regional Level. The deliverables of these projects make a contribution to Programme outcomes and service to the public.

Project Managers could be managing project budgets and/or savings of several hundred thousand pounds depending on the scope and range of capital spend within the project. People impacted may include teams of up to several thousand officers and staff, limited to the scope of each project.

Project Managers are line managed by Programme Managers within the department but for each project they are accountable directly to the Programme Manager for that programme or project sponsor who will be a senior officer or head of department from Thames Valley Police or a partner organisation.

Project managers will be required to establish effective relationships with key stakeholders within partner organisations and develop awareness of their processes and priorities in order to successfully deliver bilateral and regional change projects. They may also be required to represent their project sponsor at internal and external meetings.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Good standard of education with a relevant post-graduate or vocational qualification or equivalent experience and evidence of CPD.	E
2. Recent and relevant experience in business change project management with proven evidence of successfully starting up a project and delivering and embedding change.	E
3. PRINCE2 practitioner qualification (or equivalent) or willing to work towards PRINCE2	E
4. Strong interpersonal, communication and stakeholder management skills. The ability to build effective relationships and negotiate with multiple stakeholders including the involvement of those impacted by change.	E
5. Proven planning and dependency management skills including experience of prioritising across multiple work-streams. The ability to support senior stakeholders and sponsors to make decisions about priorities based on project outcomes and dependencies.	E
6. Proven and relevant experience of budget management and resource allocation in a project context.	E
7. Proven ability to lead cross-functional teams to achieve project deliverables. The ability to manage project teams, define roles and delegate effectively.	E

8. Must have capability to travel to different locations across the Force, undertake all assignments in a timely manner, and attend regional and national meetings as required.	E
9. Experience with successfully applying change management tools and methodologies to deliver organisational change.	D
10. Experience of managing collaborated projects across multiple organisations and with external partners.	D
11. Experience of delivering change in a unionised environment, successful negotiation with staff associations and understanding of the police service and culture.	D