

Job Profile/Description

Surrey Police and Sussex Police work closely together however they remain two separate legal entities with different terms and conditions of employment for police staff. Please refer to your contract of employment which identifies which employer you work for and the relevant terms and conditions that apply to you.

Part 1: Job Description

JOB TITLE	:	Equip Change and Release Manager
LOCATION	:	For the interim period, the team will initially be based at Guildford Police Station, however role holders will have the ability to work flexibly across Guildford, Lewes and Kidlington in line with activity requirements. Latterly, the base location will move to Kidlington in line with the TVP launch, which is estimated to take place at a later date post SY/SX launch. .
DEPARTMENT	:	Equip Interim Team
GRADE	:	TBC
WORKING HOURS	:	(TVP)
REPORTS TO	:	Head of Business Systems
JOB PURPOSE (Why does the job exist?)	:	The Police forces of Surrey, Sussex and Thames Valley have entered into an agreement with KPMG to provide a cloud based solution pulling together various back office platforms, branded as Equip. This is a specialist Tri-Force function role, created as part of a temporary, interim team with the purpose of leading and embedding changes in processes across all three Forces. The role holder will be required to carry out this role and travel across all 3 Forces (Surrey, Sussex and Thames Valley).

KEY ACCOUNTABILITIES

1	Act as both primary contact and management contact points for all Change and Release activities across Equip within the programme and then subsequently in a business as usual capacity, maintaining links with wider business and external change managers.
2	Assist internal and external third party suppliers with the planning of changes ensuring adherence with the Equip change and release processes.
3	Act as a champion for the Change and Release process across the organisation and chair all Change Advisory Boards (CAB's) within Equip, also ensuring that Change owners are fully accountable for their changes.
4	Conduct Service Readiness Reviews ensuring all project handover documentation is concise and complete, all training material is complete and Service Levels or Operational Level Agreements are in place to measure the changed or new service
5	Work with internal and external stakeholders to further develop and enhance Change and Release Management processes. For example working closely with Project Managers, internal Service Delivery Teams and Third Parties to assess the scope of changes and releases ensure Service Introduction processes are followed.
6	Work with colleagues outside of Equip Business Systems Team to ensure the scope of Equip Change Management is adhered to and also ensure the whole organisation fully understand the Equip Change and Release process and these are undertaken by users without error or omission.
7	Plan all release activity associated with the Equip service, ensuring change and release processes are followed internally and externally.

8	Liaising internal and external stakeholders to further develop and enhance Change and Release Management processes and ensure such processes fully interact and is part of the Equip culture of Continuous Improvement.
9	Work with internal and external partners to agree release strategies, negotiating and influencing where required.
10	Maintain and execute the Equip Emergency Change Process.
12	Undertake other duties appropriate to the grade and character of work as may be reasonably required including specific duties of a similar or lesser graded post.

BUDGETARY ACCOUNTABILITIES (if applicable)

1	N/A
2	
3	

Part 2: Person Specification

	ESSENTIAL	DESIRABLE
	Essential criteria are those that are critical for the satisfactory performance of the role. It is expected that all applicants meet the essential criteria to be eligible for appointment	Desirable criteria are those that enhance the person's capacity to do the role. These are not generally listed as essential as they can be acquired once in employment.
QUALIFICATIONS (A minimum qualification must be included in the essential section- this must not be left blank)	A minimum of GSCE level qualifications An ITIL intermediate based qualification	

KNOWLEDGE, SKILLS & EXPERIENCE	At least 5 years' experience as a Change and Release Manager.	Preferably within a large private or public sector organisation.
	The ability to communicate practical and theoretical knowledge of IT Service Management to a range of diverse stakeholders.	
	Strong communication skills with the ability to communicate effectively with internal and external stakeholders, providing clear information. For example, working with Duties and Payroll to ensure busy, critical periods are understood in terms of change freeze.	
	Strong knowledge of IT Service Management process for example ITIL.	Any level of knowledge regarding cloud based ERP solutions.
	Previous experience of drafting and gaining sign off of procedural documentation as well as planning and progressing own workloads.	
	Good knowledge of ICT Infrastructure and Application support models, associated tools and a good level of experience working with third parties in a cloud based or on premise datacentre environments.	Knowledge and understanding of a wider variety of service management tools such as Service Now and Support Works

	Excellent interpersonal skills with the ability to influence and negotiate with stakeholders including senior managers and third parties in a hosted environment.	
	A flexible approach to working in an ever changing environment, ensuring role requirements are completed within the deadlines set both independently and in a team.	
	The ability to challenge current ways of working and identify new & improved initiatives.	
	A good level of organisational knowledge to understand the wider impact of any loss of service on all three Forces.	
ADDITIONAL REQUIREMENTS	The post holder will be expected to be flexible in their working arrangements where required.	
	The post holder's main location of work will be Guildford Police Station, however there will be a requirement to travel and work at sites across Surrey, Sussex and TVP as part of this role.	
	The post holder must be in possession of a current full UK Driving Licence to able to travel across all three Forces or alternatively, the ability to access public transport to do so.	

Part 3: Additional Information

1. Who is the job holder likely to communicate with on a regular basis and to what extent are they expected to influence, persuade and motivate others?
The job holder will communicate with internal and external service providers, internal and external technical experts as well as management and decision makers across all three Forces. The job holder will be required to demonstrate influencing and persuasive skills in order to ensure changes and release are coordinated at a time and way to satisfy all internal and external stakeholders in the Equip Change and Release process. Motivational skills will be required to ensure that changes and release are approved in a timely manner and information from Change and Release requests is received in a full and complete state in order to ensure smooth implementation.
2. Please give examples of the main problems and challenges the job holder will typically come across in their day to day role and describe how they would be expected to resolve them.
The post holder will be expected to manage and resolve conflict when there are disagreements over implementation times or the actual method of implementation. This conflict/dispute resolution may well involve senior stakeholders. The job holder will be required to use their experience in order to negotiate and find a balance and solution which all stakeholders can agree to.
3. To what extent does the job holder have discretion to take action/make decisions? Please give examples. Do they have to refer decisions to others for ratification or are they required to take the lead?
Upon appointment, the job holder will form a Change Approval Board made up of internal and external stakeholders in order to assist in decision making on changes and releases. The job holder must also use their experience to make ultimate decisions if their experience leads them to believe an agreed course of action may jeopardise the Equip service.
4. Please explain the different parts of the organisation this role impacts upon and why. Please also highlight if it involves any partnership working with external stakeholders.
The job holder will be required to liaise with senior internal stakeholders within the Forces due to the fact that the work will involve agreeing and making decisions for IT systems that the Forces heavily rely on. Approaches and system outages will need to be agreed with these stakeholders. The job holder will also need to work in close partnership with external service providers to agree approaches and negotiate schedules of work to suit all three Forces.

5. All role holders are expected to know, understand and act within the ethics and values of Surrey Police and Sussex Police. The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.

It is suggested that this role should be operating or working towards the following levels of the CVF:

Resolute, compassionate and committed

We are emotionally aware: CVF Level- 2/3

We take ownership: CVF Level- 2/3

Inclusive, enabling and visionary leadership

We are collaborative: CVF Level- 2/3

We deliver, support and inspire: CVF Level- 2/3

Intelligent, creative and informed policing

We analyse critically: CVF Level- 2/3

We are innovative and open-minded: CVF Level- 2/3

The post holder should note that some or all of the duties and responsibilities detailed in this Job Profile require compliance with nationally agreed operating rules for accessing PNC and other information systems.

- **PNC Code of Connections Volume 1 (Version 2.1)**
- **GDPR 2016 (General Data Protection Regulation)**
- **Computer Misuse Act 1990**
- **Official Secrets Act 1989**

Everyone working in a police environment will be vetted to the requisite level in keeping with the National Vetting Codes of Practice. The level of vetting required for a person, for both force vetting and national security vetting (NSV) will be proportionate to the role the individual carries out. Changes in an individual's circumstances must be reported to the appropriate vetting authority as soon as possible.

This role may involve travel to meetings and locations within and beyond the counties of Surrey and/or Sussex for which public transport may not be suitable. Therefore the post-holder must have access to transport and be insured for business use. Where the transport involves the driving of police vehicles, you must have a full driving licence and the ability to attain a Force Police Driving Permit.

I HAVE READ THE ABOVE JOB DESCRIPTION AND ACCEPT THE DUTIES OF THE POST AS SET OUT THEREIN

Signed:

Print Name:

Version: 0.1
2019

Date: