

Job Title: Technical Programme Management Lead	
Job Evaluation Number	B972

## JOB DESCRIPTION

<b>Job Title:</b> Technical Programme Management Lead	<b>Location:</b> Kidlington or Southampton
<b>Job Family:</b> ICT	<b>Role Profile Title:</b> BB5 Police Staff
<b>Reports To:</b> Head of Change Delivery	<b>Band level:</b> 5V
<b>Staff Responsibilities (direct line management of):</b> Senior Technical Project Manager, Technical Project Manager and Technical Project Coordinator	

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

**The overall purpose of the role is to:** The professional management of the ICT Programme and Project Management Teams to ensure effective programme and project delivery. To ensure that all Programmes are managed and controlled to make most efficient use of allocated resources, and maximise delivery of business benefits within Projects, Programmes and/or wider Portfolio.

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 are as follows:**

1. Working with the Head of Change Delivery and other senior executives business representatives, the job holder is responsible for the development and maintenance of the allocated Programme or Programmes (covering the Forces) to ensure the technical development/delivery, resourcing and vendor management planning is up to date and accurate.
2. Work with the ICT SMT; Architecture, Service Deliver, Security, Dev/Ops to ensure that the programme or programmes fit with the approved architectures, are secure and can be operated managed and supported in a cost effective manner.
3. Responsible for managing all programmes and projects, including in-house developments, within the overall ICT Portfolio (including the ICT elements of business programmes and projects) deliver the desired outcomes (timescales, costs, quality and benefits).
4. Responsible for ensuring the quality of all artefacts within the programme or programmes are effective implementation of interrelated programmes/projects from business case sign-off to final operations and realisation of business benefits and ensuring corrective action is undertaken if required.
5. Responsible for the management of ICT suppliers contracted to support the programme or programmes to ensure they deliver the desired outcomes (timescales, costs, quality and benefits).
6. Responsible for ensuring all that ICT change is appropriately tested to ensure the quality of ICT change delivered to the business, minimise disruption to the business and business benefits are fully realised.
7. Responsible for ensuring that every ICT project within the Programme or Programmes are appropriately managed, including all aspects of risks, issues and inter-dependencies; also, that they are adequately resourced, to ensure that benefits are delivered on-time, to budget and of sufficient quality.
8. Responsible for ensuring that appropriate documentation and training is produced and delivered by each programme or projects (to agreed standards) to ensure the business users are

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able to operate and ICT Service Delivery are able to operate, manage & support (at acceptable costs) the resulting ICT systems/changes and thereby deliver the business benefits.

9. Instil and develop a culture of continuous development for line reports and the wider team through; training and development and the PDR process, motivating, effective workload planning, monitoring employee welfare and quality assurance of work standards. Take prompt and reasonable action to address performance below required standards in line with the relevant Force procedure.

10. Provide leadership and direction to ICT staff within the Project teams ensuring that the staff are valued and have the information they need to perform their roles effectively to support ICT's delivery to the business.

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:**

Develops and implements all programme plans as part of the joint ICT Portfolio plan and supporting processes that supports and interlinks with the Forces' business change plans.

The Technical Programme Management Leader will regularly engage with Force Deputy Chief Constables (the business change plan owners in the Forces), Chief Officers (Programme/Project Executives for Force projects strategic) and senior officers/staff (other programme/project business representatives).

The Technical Programme Management Leader with the Head of Portfolio may engage with senior representatives of national agencies on the local implementation of national systems and use of grant funding to the Forces' for some programmes/projects.

The larger programmes/projects within the Portfolio will be managed by Programme Managers reporting to the Head of Portfolio and these could be 2-3 years in duration to deliver and can involve the management of up to 10 to 15 ICT staff and external consultants in total, depending upon the size and complexity of the programme of work being undertaken.

Staff are located in 4 principal sites (the majority are located in 2 – Kidlington and Southampton). While most staff are office based, staff may need to attend locations across the Force areas. Some programmes/projects will involve the management of supplier staff on Force or supplier sites.

Represents the Forces externally on matters relating to the ICT Programme. Designated deputy for Head of Change Delivery.

#### **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.

<b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Subject matter expert in the management of ICT Programme Management.	E
2. Experienced ICT Programme Director or Manager having managed ICT programmes in a similarly complex environment using an industry recognised approach such as PRINCE 2, including the following range of knowledge and skills:	E

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<p>a. Proficient in Budgets - Principles, methods, techniques and tools for the preparation and monitoring of budgets to minimise costs and ensure cost-effectiveness.</p> <p>b. Proficient in Programme Management - Principles, methods, techniques and tools for the effective management of a programme of projects and related activities through to the successful achievement of planned business benefits.</p> <p>c. Proficient in Resource Allocation - The effective and efficient deployment of resources, including reassessment and reallocation in a dynamic multi-project environment, to achieve optimum results.</p> <p>d. Project Risk Management - The effective and efficient management of risks with the programme or programmes being managed.</p> <p>e. Has an industry wide understanding of IT Architecture, Networks, Cloud Technologies &amp; Infrastructure.</p>	
3. Experience of PRINCE 2 project management methodology.	E
4. Experience of achieving significant outcomes through influence and persuasion rather than through direct line authority	E
5. Excellent communication skills - written and oral, customer focussed, team-worker, who is a flexible, adaptable, problem solver and able to work systematically and with little direct supervision.	E
6. Experience of developing and delivering programmes in similar sized & complex organisations.	E
7. Proven experience of managing staff in a matrix structure during significant organisational and structural change.	E
8. Must have capability to travel to different locations across both Forces. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential.*	E
9. Experience of ISO 9001, ISO 27001, ITIL	D
<p><b>Additional comments:</b>* At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.</p>	