**ROLE PROFILE**

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| **Role Title:** | Business Change Programme Manager | **Leadership level:** | *To be determined at later phase* |
| **Post reference:** | QR001 / 20575  | **Job family:** | *To be determined at later phase*  |
| **Grade:** | Band 2 | **Location:** | Forth Banks |
| **Allowances:** |  | **Politically restricted post:** |  |
| **Area command / Department:** | Force Transformation | **Vetting level:** | Management Vetting |
| **Reporting to:** | Force Transformation Lead | **Date accepted as a role profile:** |  |
| **Posts responsible for:** | Allocated staff, officers and volunteers  |
| **Part A – Job Description**  |
| **Overall purpose of the role:** |
| Manage the delivery of transformational change programmes, supporting the appointed Senior Responsible Owner (SRO) to ensure that defined programme and project benefits are realised. Ensures risks and dependencies are identified and managed, ensuring that programmes are delivered successfully and to agreed timescales |
| **Key responsibilities of the role:** |
| **1** | Provide quality assurance and ensure the overall integrity of programmes, focussing on maintaining internal consistency of programmes / ongoing force activity and the coherence with external factors such as infrastructure planning, interfaces with other programmes and ensuring required standards are met.  |
| **2** | Support the [planning](https://www.finance-ni.gov.uk/articles/programme-and-project-planning) and design of programmes by proactively monitoring progress, resolving issues and taking action where appropriate to ensure the successful mobilisation of projects with the programme framework |
| **3** | Management of project pipeline, prioritisation and scheduling of projects and onward recommendations to Transformation Programme Board |
| **4** | Lead on development of complex and strategic organisational reviews, compiling evidence base using problem solving skills and critical thinking to challenge the status quo and propose changes to Police operating model  |
| **5** | Establish and Manage programme governance arrangements to ensure that the defined programme benefits are realised, risks and interdependencies are identified and managed and that programmes are delivered successfully to agreed timescales. |
| **6** | Ensure there is allocation of common resources and skills within the programmes and individual projects, including facilitating the creation and set up of individual project teams. |
| **7** | Support the Senior Responsible Owner (SRO) in all aspects of communication related to programmes, including regular reporting to the Transformation Board and the preparation of papers for relevant governance boards. |
| **8** | Work with the appropriate Business and Chief Officer lead as well as identified Senior Responsible Officers (SROs) to ensure that programme dependencies are managed to ensure change is embedded within the organisation, delivers practical benefits and records lessons learned in order to develop the organisational memory and support organisational learning. |
| **9** | Identify and manage all aspects of programme resourcing and budget management to ensure that programmes are kept on track and delivery is within the time, cost and quality tolerances. |
| **10** | Provide leadership and direction to the programme team including recruitment, appraisal, development and performance of staff, ensuring they have the skills, knowledge, behaviours and experience to be productive in their role and reach their full potential. |
| **11** | Line management of change management professionals and other allocated project staff; supporting staff wellbeing, role performance requirements, professional development and career progression goals as required |
| **12** | Provide expertise in Change Management techniques and theory to ensure successful implementation and adoption of new organisational structures, processes and systems |
| **13** | Lead on Programme Communication and Engagement, identifying, engaging and ensuring key stakeholders understand and are enthused by the Transformation programme |
| **14** | Represent the Programme at all relevant Force meetings and represent the force at external meetings, including regional transformation groups and national user groups |
| **Part B – Scope of contacts**  |
| **Internal / External relationships:** |
| **Internal:** * **Heads of Departments**
* **Department SMT Members -** (Staff and Officers)
* **Executive Team -** (Act as project Senior Responsible Officer, Programme Accountability & Reporting, Requesting approval of investment / proposals at Strategic Design Authority)
* **Appointed project personnel -** (SME’s, specialist resources, department point of contacts)
* **Staff Associations / Trade Unions** (Part of Project Steering Groups, Ad-hoc involvement in SATU / JNCF)
* **Legal Department** (collaboration on key project activity)
* **Finance Department** (collaboration on key project activity)
* **ICT Department** (collaboration on key project activity)

**External:*** **Office of the Police and Crime Commissioner**
* **Regional change groups/ system user groups**
* **Third Party Suppliers**
* **Other Police Forces**
* **Other Public Sector Agencies** (Local Authorities)
* **Academic Institutions** (Universities / Colleges)

**Please note – relationships detailed above are generic and broadly cover the current 3 x programme managers in post. Dependent on programme of work and make up of projects, it is likely that the frequencies and complexities of interactions with such stakeholders could differ significantly.** |

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| **Part C – Competencies and Values**  |
| **Northumbria competencies and values framework (NCVF)** |
| *Level – tbc*  |

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| **Part D – Continuous Professional Development (CPD) role 6 months** *To be determined*  |
| **First 6 months** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | Project Management qualification or equivalent4 years experience managing projects or programmesEducated to degree level or equivalentExperience of working within service / process improvement following LEAN methodology | Managing Successful Programmes qualification or equivalentAPMG Change Management (or equivalent)Relevant risk management / leadership / coaching / facilitation qualifications | Application/interview/CPD |
| Planning and organising | Strong planning and organising capabilitiesAbility to undertake complex resource planningAbility to manage a project or programme budget | Experience of using MS Project and/or other project management tools | Application/interview/CPD |
| Problem solving and initiative | Strong facilitating skillsAbility to manage conflict and resolve effectivelyExperience in risk management and mitigation |  | Application/interview/CPD |
| Management and teamwork | Ability to coach and develop staff to achieve their potential in accordance with an identified career pathwayAbility to motivate othersExcellent organisational skillsMatrix management of programme and project resources |  | Application/interview/CPD |
| Communicating and influencing | Excellent verbal and written communication skillsStrong negotiating and influencing skillsStrong stakeholder management skillsAbility to think strategicallyAdvanced change management skills/ knowledge of change management theory |  | Application/interview/CPD |
| Other skills and behaviours | Leadership skillsPersonal and professional integrityCalm and resolute under pressurePersonal Resilience |  | Application/interview/CPD |