|  |
| --- |
| Police StaffBusiness Engagement Manager (BEM) Role Definition: 20772 |

 **ROLE DEFINITION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Dept / Area Command: | Information & Communication Technologies Department  | http://domcms/icons/ecblank.gif | Section: | SMT  |
| Post Title: | Business Engagement Manager | http://domcms/icons/ecblank.gif | Post Reference: | 20772 |
| Post Grade: | Band K | http://domcms/icons/ecblank.gif | Location: | As required within the Force area including home working  |
| Car User Status: |  Casual | http://domcms/icons/ecblank.gif | Telephone Allowance: |  Mobile Phone provided |
| Shift Allowance: |  n/a | http://domcms/icons/ecblank.gif | Standby Allowance: |  n/a |
| Weekend Enhancement: |  n/a | http://domcms/icons/ecblank.gif | Contractual Overtime: |  n/a |
| Line Manager: | Chief Information Officer  |
| Staff Responsibilities: | Business Analysts, Technology Partners and allocated staff and trainees |
| Purpose: | The BEM will build and manage a team who will ensure that the ICT services and ICT solutions are fit for purpose and built to enable agile, responsive services across Northumbria Police and its partner agencies. With a clear focus on improving ICT and force alignment, the BEM will report directly into the CIO influencing both the tactical and strategic ICT planning. The Business Engagement Manager role has 5 main responsibilities 1. **To improve alignment** between ICT and the Force, ensuring that the services provided support the force’s required capabilities 2. **To identify service failures** where the day to day ICT customer services are ineffective and are not satisfying business demand 3. **To provide tailored support for senior policing leaders** and stakeholders to enable more granular services and collaboration between the business and ICT4. **To influence, speed up and gain maximum value** out of new change initiatives and to nurture and exploit new ideas from the business.5. **To manage the welfare and personal development** of the Business Analysts and Technology Partner team.  |
| Vetting: | The role does not require access to prolonged access to Secret information and so RV will be suitable. |

**Key Responsibilities:-**

 ICT Alignment

* Create and maintain the alignment between ICT and the Force, validating all ICT services and systems meet or exceed their agreed service and performance levels to enable agile, responsive policing services within Northumbria and partner agencies.
* Lead, manage and motivate the Business Engagement Team, ensuring the continuous development of its professional capability and capacity.
* Participate in the ICT Senior Leadership team in the transformation, management and improvement of the Digital Policing function, representing the customer voice on the operational tactical and strategic decision making.
* Promote, to ICT, the required ICT services, service levels and forecasted projects and planned business activities to enable greater demand and resource planning to be achieved.
* Promote to the force the overall vision for how ICT plans to support the force on the formulation and implementation of tactical and strategy solutions.
* Contribute to the development and maintenance of Northumbria Police Technology Strategy and develop and own the Area technology roadmaps.
* Communicate the potential impact of emerging technologies on organisations and individuals, assessing the risk of using or not using such technologies.
* Promotes adherence to the NP Technologies standards
* Monitor and raise awareness of ICT contracts renewals for key business solutions ensuring adequate commercial and transition planning time is allocated.

Customer Support

* With a clear focus on customer service ensure ICT deliver a quality service, and provides ICT solutions that enable the required functional capabilities.
* Take responsibility for the provision of ICT services, levels of service and service quality.
* Own, monitor, investigate and improve poor ICT service provision.
* Maximise the use of the technology solutions already available.
* Ensure adequate technology training is made available to the business and training gaps identified.
* Continually looks for ways of improving performance and customer service.
* Present updates on ICT performance and new developments tailored to specific areas of interest.
* Provide support for ICT security breaches and incidents.
* Act as a Change Agent – Demonstrating the value that new technologies can bring to each business function.

Build Relationships

* Inspire creativity and flexibility in the management and application of IT.
* Provide technology & strategic input into business initiatives across the force.

Collaborate closely with local and national partners and communities, seeking opportunities for sharing ideas, technology, solutions and information in line with the Force strategy.

* Understand, explain and present complex technical ideas to both technical and non­technical audiences at all levels in a persuasive and convincing manner.
* Build and own the process that enables the capture of new business ideas and provide environments to nurture and improve innovation.

Business Change

* Participate in the Force business planning meetings.
* Provide leadership and oversight to the Business Analysts to build processes to capture new requirements, build business cases and support the initial high level design.
* Provide oversight and direction to the project portfolio and support the journey through project approval.
* Influence the prioritisation process for each Business Area, ensure project processes are followed and appropriate business cases are developed for each project.
* Provide oversight and highlight reports across the project portfolio and to the Digital Policing Board to ensure delivery of projects on time and within budget, to agreed specifications and where any changes are controlled, agreed and clearly communicated.
* Ensure appropriate business change and training is in place for new services and solutions.

 **The post-holder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.**

**Essential Skills, Experience and Qualifications**

* Educated to degree level (or equivalent relevant experience).
* Understanding of the social, economic and political environment that the police operates within.
* Experience of working as a change agent
* People Management and Leadership experience
* Demonstrable experience of influencing and organisational skills.
* Strong communication and presentation skills
* A good understanding of ICT service delivery and projects management
* Experience of partnership working
* Ability to see the strategic landscape and exploit opportunities for both technology and the wider organisation.
* Evidence of strategic awareness, creativity and innovation.
* Experience of developing and delivering multiyear technology plans and strategy.

**Desirable Skills, Experience and Qualifications**

* Experience and Understanding of the National Enabling Programmes (NEP).
* Experience of writing business cases and following governance approval processes.
* Deep and wide understanding of Policing
* Has a deep understanding of the ICT industry and the implications of emerging technologies for the Police environment
* Working understanding of software development tools techniques and lifecycles.
* Public sector commercial knowledge
* Knowledge of ITIL 3 or 4 and optimisation of ICT Process.
* Knowledge of Prince 2 or equivalent.