**ROLE PROFILE**

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| **Role Title:** | | ICT Change Coordinator | **Leadership level:** | *To be determined at later phase* |
| **Post reference:** | | 20808 | **Job family:** | *To be determined at later phase* |
| **Grade:** | | E-F Apprenticeship  G-H Full Role | **Location:** | Middle Engine Lane (MEL) |
| **Allowances:** | | Casual car user | **Politically restricted post:** | No |
| **Area command / Department:** | | Digital Policing Department  Service Delivery | **Vetting level:** | RV – Recruitment Vetting |
| **Reporting to:** | | Service Improvement Manager | **Date accepted as a role profile:** |  |
| **Posts responsible for:** | | No direct line reports | | |
| **Part A – Job Description** | | | | |
| **Overall purpose of the role:** | | | | |
| Responsible for the coordination and delivery of requests and service improvements projects and being the facilitator of change for transition deliverables within DP projects. Ensuring that standard documentation is followed and produced throughout in line with project management and service management frameworks set within Digital Policing. To support the identification and implementation of continual service improvement opportunities with DP. | | | | |
| **Key responsibilities of the role:** | | | | |
| **1** | Responsible for the delivery of service improvements projects by managing allocated tasks, to ensure the required project objectives, milestones, standards and deadlines are met. | | | |
| **2** | Responsible for the coordination of transition activities and deliverables within strategic DP projects as required. | | | |
| **3** | Coordination of project resources, undertake task allocation and monitor progress against objectives in order to provide updates and reporting to the appropriate governance board. | | | |
| **4** | Monitor and support quality/business assurance measures, including cost/ benefit analysis, post implementation reviews, standards and procedures, in order to ensure service improvements projects, systems and services meet the needs of the Force. | | | |
| **5** | Provide advice and guidance on allocated project technical and service matters to internal DP teams, external suppliers and customers. | | | |
| **6** | Liaise with suppliers of externally sourced systems, attending meetings as required, carrying out agreed monitoring and testing to ensure compliance with user specifications and when required, providing training and documentation in the use of the new technology. | | | |
| **7** | Assist in the production of appropriate project documentation including test and communications plans and configuration documentation by liaising with DP teams and line management. | | | |
| **8** | Ensure that relevant policies, processes, procedures and documentation are being reviewed and updated to accurately reflect any business change activity | | | |
| **9** | Assist and provide guidance on data protection requirements in relation to service improvements or business change activity. | | | |
| **10** | Working holistically across DP to identify and capture service improvement opportunities throughout the lifecycle using ITIL methodologies. Agreeing and coordinating plans for implementation with the respective service improvement owner. | | | |
| **Part B – Scope of contacts** | | | | |
| **Internal / External relationships:** | | | | |
| **Internal:** Service Improvement Team,Digital Policing colleagues, key business stakeholders.  **External:** 3rd party suppliers and vendors, colleagues from other Police Forces, local authorities and partners. | | | | |

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| **Part C – Competencies and Values** |
| **Northumbria competencies and values framework (NCVF)** |
| *Level – tbc*   * Where an appointment is made at the E-F grade level it is recognised that the post holder will not have the required skills and experience for the full role and will need to undertake a structured programme of training and mentoring to gain the essential skills, experience and qualifications set out above. * Once the post holder can demonstrate that they have reached the requirements of the full role they will be appointed into the G-H grade level. Progression to the G-H grade will also be dependent on the successful completion of the apprenticeship course. |

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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 | Relevant experience of working in a service management and project managed environment  Strong organisational skills supported by experience of using a formal project management methodology such as Prince2 and service management methodology such as ITIL. | Educated to degree level.  A deep understanding of the IT industry and the implications of emerging technologies for the Police environment.  Knowledge of continual service improvement in an ITIL environment  Prince2 foundation and ITIL certification. | Application/interview/  CPD |
| Planning and organising | Excellent planning and organisational skills together with problem solving and innovative thinking. | Experience of managing risks and issues | Application/interview/  CPD |
| Problem solving and initiative | Ability to bridge the gap between technical and business language to ensure the delivery of pragmatic, appropriate outcomes  Ability to analyse & respond to complex customer challenges using experience, creativity and credibility.  Experience of project delivery preferably in a technical environment.  Being able to work under your own initiative and prioritising activity to meet the needs of the business. |  | Application/interview/  CPD |
| Management and teamwork | Experienced in working with a variety of stakeholder at all levels of an organisation.  Experience of working across multiple teams and functions to achieve the desired outcome. | Matrix management of technical resources | Application/interview/  CPD |
| Communicating and influencing | Strong presentation, reporting writing, consulting and customer facing and negotiation skills.  Excellent communication skills being able to discuss and document technical and service issues with both technical and non-technical ICT stakeholders. |  | Application/interview/  CPD |
| Other skills and behaviours |  |  | Application/interview/  CPD |