

Eastern Region Special Operations Unit



ROLE PROFILE

Role Title:	ERSOU CTP Project and Continuous Improvement Analyst
Rank/Grade:	SO1/SO2
Job Family:	Business Support
Reporting to:	Regional CTP Change Manager
Main purpose of the role:	<p>Working within the ERSOU Counter Terrorism Policing Command, the Project and Continuous Improvement Analyst will be responsible for providing support to the Regional CTP Change Manager for the successful delivery of specific projects and work packages. These projects will include:</p> <ol style="list-style-type: none"> 1. Implementation of national CT change projects with the region 2. Delivery of changes within the national Change Portfolio categorised as 'Business Delivered' i.e. centrally defined but delivered regionally 3. Regional change/continuous improvement initiatives <p>The Project and Continuous Improvement Analyst will be responsible for the day-to-day maintenance of specific programme or project management products; project plans; risk and issue registers - tracking and monitoring updates; managing escalations and managing effective change control.</p> <p>The Project and Continuous Improvement Analyst may also be responsible for managing the end-to-end delivery of specific project work packages as directed by the Regional CTP Change Manager.</p> <p>The Project and Continuous Improvement Analyst will be able to seek professional guidance from change management specialists within the NCTPHQ Portfolio Management Office, and will ensure adherence to programme / project management processes and standards as defined by the Portfolio Management Office.</p>

Key Responsibilities

- Manage discrete projects or project work packages as assigned and overseen by the Regional Change Manager
- Support the Regional Change Manager to ensure project management adheres to Portfolio standards, as directed by the Portfolio Office.
- Support the Regional Change Manager in facilitating and coordinating workshops to assist in the development of project management products.
- Support to the Regional Change Manager to create and maintain consistently high quality, accurate and relevant programme and project level governance products (e.g. project plans, risks and issues register, benefits tracking, change readiness assessments).
- Support to the Regional Change Manager to complete reports
- Support to Senior Project Manager / Programme Manager to establish and manage regular reporting cycles, ensuring highlight reports are submitted as required to national project teams / Portfolio Management Office in accordance with reporting timelines.

These key duties and responsibilities are intended only as a guide to the main responsibilities of the post and are not intended to restrict the scope of the post holder to perform other duties. Additional responsibilities for the post holder may be agreed on an individual basis and recorded as part of the annual performance review.

SO1 ERSOU CTP Project and Continuous Improvement Analyst

Level 2

Created January 2018

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Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
• None	• None

Agile Working	To be confirmed
Psychological Assessment	To be confirmed
Return on Investment	To be confirmed
Limited Duties	To be confirmed

Entry Requirements
<p>Skills</p> <ul style="list-style-type: none"> • Ability to analyse and use programme and project management information to support effective decision making. • Strong attention to detail, ensuring that reporting and change control products are accurate and contain the necessary information to support effective decision making. • Good interpersonal skills with the ability to work effectively and tactfully with people at all levels. • Good facilitation skills, with the ability to elicit information and agreement from audiences of varying backgrounds. • Good communication skills, both verbal and written, across all levels including stakeholder engagement skills. • Highly organised and able to meet demanding deadlines in a pressured environment. • Ability to work unsupervised and as part of a team. • Self-starter, confident and capable of working both independently and collaboratively to tight deadlines with plenty of initiative. • Strong IT skills in the use of Microsoft Products. <p>Experience & Knowledge</p> <ul style="list-style-type: none"> • Experience of working within a project environment. <p>Desirable Experience & Knowledge</p> <ul style="list-style-type: none"> • A clear understanding and knowledge of CT Policing is desirable. • Experience of establishing and implementing reporting and change control mechanisms in a project and/or programme or business environment. <p>Qualifications</p> <ul style="list-style-type: none"> • Desirable: PRINCE2: Foundation (or recognised industry equivalent qualification) or Change Management: Foundation.

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Any other General Requirements/Scope

Line Managers should, through consultation with their staff, identify which 'Effective Performance' elements of each actively are relevant to the role.

Section/Location:

As part of the ERSOU CT Policing Command but focussed on change project management and continuous improvement activity there is a requirement for the post holder to work across Beds, Cambs & Herts, Norfolk, Suffolk and Essex. Meetings could be held at locations across the six Forces and in London and travel could also be required to benchmark with other CT units outside of the Eastern Region.

Hours:

Full time

The post holder may be required to work additional hours but this will be agreed in advance in conjunction with management & the post holder.

Transport:

The post holder must have the ability to travel and if using their own vehicle, business insurance will be needed to be arranged by the individual.

Vetting:

SC Clearance is required for this role, or as advised by the Vetting Unit

Other requirements:

The post holder will begin on the SO1 pay grade. Once they have reached the top of that scale progression to the SO2 pay grade will be dependent on the outcome of their annual PDR.

The post holder will be expected to undertake training when required

The post holder will be expected to comply with health and safety requirements

Obligatory Requirements:

Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.

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Personal Qualities(Behavioural Competencies)

Technical Skills and Behavioural competencies may be used for promotion / recruitment / selection / PDR processes

We are emotionally aware

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and

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understanding of the wider internal and external environment.