



## ROLE PROFILE

<b>Role Title:</b>	<b>Business Benefits Manager</b>
<b>Rank/Grade:</b>	<b>(B) PO5 (C) MB1 (H) A6</b>
<b>Job Family:</b>	<b>Professional</b>
<b>Reporting to:</b>	<b>Head of Delivery Management Office</b>
<b>Main purpose of the role:</b>	To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies. To ensure that a consistent 'fit for purpose' approach to benefits management is applied across all BCH transformational change from the scoping phase through to realisation and then maximisation. To ensure all transformational change programmes and projects are delivering service improvement and/or cashable/non-cashable savings. To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary.

<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>To lead, develop and maintain the tri-force Delivery Management Office benefits management framework to deliver savings and quality improvements.</li> <li>To advise Senior Responsible Owners and relevant boards on benefits realisation and predicted forecasts.</li> <li>To lead on the quantification aspects of the opportunity assessment and business case development phases, for programmes and projects, which will deliver significant cashable and non-cashable qualitative benefits.</li> <li>To conduct modelling and quantitative/qualitative analysis to inform business cases and detailed designs.</li> <li>To ensure that senior managers (i.e. superintendent / police staff equivalent and above) are aware of their responsibility to drive out benefits as defined in solutions designs, with authority to put in place corrective measures.</li> <li>To provide assurance on the effectiveness of benefits realisation.</li> <li>To consolidate progress reports on benefits management for board/meeting requirements.</li> <li>To set standards for, oversee and conduct post implementation reviews to compare the benefits realised with those forecast and to identify lessons learnt.</li> </ul>	

<b>Agile Working</b>	To be decided
<b>Psychological Assessment</b>	To be decided
<b>Return on Investment</b>	To be decided
<b>Limited Duties</b>	To be decided

<b>Financial e.g. Limits/Mandates</b>	<b>Non-Financial e.g. Staff Responsibility</b>
<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>Line management responsibility for staff and/or officers</li> </ul>

<b>Entry Requirements</b>
<ul style="list-style-type: none"> <li>Previous experience of benefits realization and maximization</li> <li>Strong analytical and statistical analysis skills</li> <li>Experience of preparing business cases with detailed benefits realisation</li> <li>Experience of business analysis, process modeling and change / benefits management</li> <li>Experience of developing, implementing and managing a range of performance or financial reporting systems to monitor business activity.</li> <li>Experience of conducting Post Implementation Reviews for major business change initiatives.</li> </ul>



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- Proven experience of leading and developing effective teams involved in delivering complex analytical services and products.
- Strong customer service ethos.
- Ability to negotiate, influence and present at the senior / executive level
- Strong approach to quality.
- Excellent written and verbal presentation skills at all levels including external organisations.
- Ability to deliver in a matrix management environment.
- Project Management skills.
- Skills and ability to audit working practices plus ability to design, recommend and implement new systems including developing new ideas.
- Record of identifying root causes and solutions to performance issues.

## Any other General Requirements/Scope

- This role requires the post holder to have a valid UK driving licence / the ability to travel. The post holder will need to travel to different locations across Bedfordshire, Cambridgeshire and Hertfordshire.
- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder will occasionally be required to work additional hours.
- Vetting is required, as advised by the vetting unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.
- Following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

### 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.
- There is a requirement for the role holder to meet the probationary objectives set.



## ROLE PROFILE

### Personal Qualities (Behavioural Competencies)

#### 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 understanding of the wider internal and external environment.