ROLE PROFILE

Role Title:	Senior Project Manager
Rank/Grade:	(B) PO4-5 (C) MB3 (H) B6
Job Family:	Business Support
Reporting to:	Head of Service Design
Main purpose of the role:	Provide overall management responsibility and leadership to the BCH Projects team and to deputise for the Head of ICT Service Design in your area of expertise when necessary due to absence or unavailability. Ensure work is prioritised and delivered according to the Change Policy and processes, as prioritised by Strategic Change Review Board and Digital Capabilities Board and that all project governance structures are robust. Personally oversee the delivery of projects that are categorised as high risk or with high business criticality. Provide Senior Supplier accountability for allocated projects or initiatives.

Key Responsibilities

- Personally oversee the delivery of projects, as required, for example heading up BCH involvement in National or Regional Projects or projects that are categorised as high risk, high value or with high business criticality. Manage these by organising, driving and managing delivery to time, quality and cost constraints. Secure and schedule internal and external resources required to deliver project activities, via consultation and negotiation with other managers and ensure the quality of work delivered is to a high level. Ensure customer expectations of ICT delivery are aligned to project scope and timescales.
- Provide Senior Supplier accountability for allocated projects or initiatives.
- Ensure the performance of your teams is maintained through well designed processes to enable high work-throughput. Take responsibility for ensuring workload is prioritised, monitored and is actively managed within and between teams to deliver against department SLAs, KPIs and project timescales. Provide staff management, career development and staff appraisals in order to achieve and maintain high professional standards and to realise the maximum potential of all staff. Provide leadership to the Project Managers in the recruitment, professional development, coaching and mentoring, health and safety, welfare and discipline to achieve maximum potential from staff and a high-achieving, fast-paced culture. Promote good levels of team working, morale and productivity both internally between subordinate staff and externally within multi-disciplinary project teams, stakeholders and suppliers.
- Ensure products and services are being procured according to BCH procurement processes and adhere to contractual guidelines. Ensure that all procurement documentation is complete, and produced to a high quality and ensure project managers are engaging the correct staff in selection decisions. Maintain good relationships with suppliers throughout project implementation, ensuring that they deliver to contractual commitments, raising any deviations to the Senior Supplier and the relevant Project Board.
- Develop, implement and maintain formal in-house project management standards, ensuring that fit for purpose, proportionate products are produced in a timely manner. Ensure the team are applying and adhering to departmental policies and processes, including Change, and complying with appropriate standards and industry best-practice. Ensure projects have appropriate and proportionate governance structures to ensure successful delivery, have been estimated well and are being planned and monitored rigorously.
- Provide leadership and direction to the Project Management Office function to ensure the delivery of a high quality, responsive service to the team and the department.
- Keep abreast of industry developments that can be exploited by the Project Management Team to drive continual service improvement within and beyond the team. Ensure best use of resources and ensure value for money is achieved within the team.

Agile Working	Not applicable
Psychological Assessment	Not applicable
Return on Investment	Not applicable
Limited Duties	Not applicable

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Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
• None	• 9 staff

Entry Requirements
- Educated to Degree level in appropriate subject or at least 5 years equivalent proven industry experience.
- Project Management qualification – Prince2 Practitioner
- Managing Successful Programmes (MSP)
- An ICT Infrastructure Library (ITIL) Service Management foundation certificate would be desirable for this post.
- At least three years recent hands on experience of Project Management of highly technical projects in delivered across complex organisation(s)
- Proven experience in managing staff in a project environment
- Proven ability to negotiate well to secure internal resources, supplier buy-in and customer engagement
- Must be highly-motivated, innovative and flexible with excellent time management skills.
- Must be capable of excellent communication at all levels, able to confidently present technical information clearly to non-technical audiences to inspire confidence in the work of the team and department.
- Must be extremely conversant and at ease with all forms of communication.
- Must work well as part of a team.
- Must have a high level of diplomacy skills

Any other General Requirements/Scope
- The post-holder will be required to attend meetings and manage staff across the BCH area as required. Alternative technologies, such as Skype will be used as appropriate however face to face communication is expected.
- The post-holder will be required to work across BCH for specific meetings and to work with staff working in different locations.
- The role may require additional hours in the event of operational exigency or major go-live.
- Vetting 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.