



ROLE PROFILE

Role Title:	Project and Continuous Improvement Analyst – Advanced Level
Rank/Grade:	(B) PO2 (C) MB1 (H) A5
Job Family:	Professional
Reporting to:	Portfolio / Programme / Project Manager
Main purpose of the role:	The provision of project and continuous improvement support to programmes and larger projects. Also, direct responsibility for the coordination of smaller change and continuous improvement projects and activities, within specified time, cost and quality constraints. To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies.

Key Responsibilities	
<ul style="list-style-type: none"> Under the direction of work stream leads, co-ordination of end to end business change projects delivering business improvement. Supporting Programme / Project Managers in the Production and management of all required project documentation and project plans from approval through to project closure]. Implementing the methodologies, tools, techniques and approaches used in project management, continuous improvement and change management. Working with key stakeholders to define the scope of change projects or continuous improvement (e.g. LEAN) implementations. Assist change leads to produce reports, after research and analysis that identify improvements to policy, strategy, systems, structures, processes and procedures. With advice from finance experts, conducting project financial planning and enabling the effective use of resources. Negotiating with internal departments, external suppliers/ contractors and monitoring associated service delivery. Documenting processes, procedures, guidance notes and training materials, as required, to support change and continuous improvement. Coaching and mentoring staff particularly Project and Continuous Improvement Analysts – entry level, by providing advice, guidance and feedback to build confidence and improve effectiveness. Organising, supporting and facilitating project related meetings and events. Carrying out project post-implementation reviews and auditing processes to ensure continuous improvement principles are being maintained. Project Management of small scale projects and continuous improvement initiatives. 	

Agile Working	To be decided
Psychological Assessment	
Return on Investment	

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

Entry Requirements
<ul style="list-style-type: none"> 2 – 3 Years' experience of undertaking analytical or project management work. Proven expertise in understanding and mapping business processes plus establishing user requirements. Experience in continuous improvement and ability to managing and supporting projects and initiatives. Able to prioritise own and other workloads. Able to work as part of a team, or to work on own initiative. Good written and verbal presentation skills at all levels including external organisations. Experience of conducting a Lean review (e.g. rapid improvement events) utilising all available tools and analysis techniques.

Project and Continuous Improvement Analyst – Advanced Level

PO2, MB1, A5

Last Updated December 2018

COLA5RP.14



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- Ability to work towards a recognised advanced qualification in Continuous Improvement (e.g. Continuous Improvement Learning Programme offered by the College of Policing) and foundation level programme management qualification.

Any other General Requirements/Scope

- This role requires the post holder to have a valid UK driving licence / the ability 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.
- On occasion the role holder may be required to work additional hours to meet delivery requirements (e.g. the deadline for delivery of a business case of a 'go live' milestone).
- 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.



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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.