



ROLE PROFILE

Role Title:	Change Project Manager - Eastern Region Special Operations Unit (ERSOU) Counter Terrorism Policing Unit (CTP)
Rank/Grade:	PO3/PO4
Job Family:	Business Support
Reporting to:	<p>ERSOU CT Detective Superintendent</p> <p>The Change Manager role forms part of the wider national Change team and has a dotted line to the professional lead for change management, the NCTPHQ Business Change Manager. He/she will therefore be able to seek professional guidance from change management specialists within the NCTPHQ Portfolio Management Office, and must ensure adherence to programme / project management processes and standards as defined by the Portfolio Management Office.</p>
Main purpose of the role:	<p>To contribute to achieving the vision, purpose and values of Bedfordshire Police. Working within the ERSOU Counter Terrorism Policing Command, the Change Manager will be responsible for the successful delivery of specific projects and work packages within the regional CTP Command. 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 Change Manager will be responsible for ensuring the development and maintenance of specific project management products; project plans; risk and issue registers - tracking and monitoring updates; managing escalations and managing effective change control.</p>

Key Responsibilities
<ul style="list-style-type: none"> • Establishing and servicing the needs of portfolio / programme / project governance including working closely with the Senior Responsible Officer / Change Lead. • Designing and applying appropriate portfolio / programme / project management and continuous improvement standards • Direct, manage and develop Continuous Improvement professionals to enable them to provide high quality service and meet customer requirements, managing resilience and staffing levels. • Directing any matrix team members in delivering products in an effective, considerate and cost effective manner. • Managing the production of the required portfolio / programme / project deliverables. • Planning and monitoring change and continuous improvement portfolios, programmes and projects (i.e. time, cost and quality) within agreed tolerances. • Preparing and maintaining the portfolio, programme and project plans as required. • Managing portfolio, programme and project risks, including the development of contingency plans. • Liaison with the Change Portfolio Office and related programmes / projects to ensure that work is neither overlooked nor duplicated. • Monitoring overall progress and use of resources, initiating corrective action where necessary. • Applying change control and any required configuration management processes. • Reporting through agreed reporting lines on portfolio / programme / project progress through Highlight



ROLE PROFILE

Reports and End-Stage Assessments.

- Liaison with appointed assurance representatives to assure the overall direction and integrity of the portfolio, programme and / or project.
- Maintaining an awareness of potential interdependencies with other programmes and projects and their impact.
- Producing terms of reference for external consultants ensuring that their outputs meet the agreed needs.
- Quantifying business benefits and establishing clear performance goals/ metrics.
- Conducting Post Implementation Reviews as required in conjunction with the Business Benefits function.
- Using highly-developed influencing and communication skills to ensure that senior managers choose to cooperate and enable strategic changes to be delivered and their benefits to be maximised.
- Providing support, coaching and mentoring to force personnel involved in continuous improvement, planning and implementation activities.

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 officers

Agile Working	
Psychological Assessment	
Return on Investment	
Limited Duties	

Entry Requirements
<p><u>Skills:</u></p> <ul style="list-style-type: none"> • Ability to produce high quality project documentation • Strong communication skills, both verbal and written including stakeholder engagement skills • Able to successfully negotiate to influence and persuade senior stakeholders • Excellent facilitation skills • Self-starter, confident and capable of working both independently and collaboratively to tight deadlines with plenty of initiative • Analytical and problem solving skills required to troubleshoot projects and delivered within agreed limits • Highly organised and able to meet demanding deadlines in a pressured environment • Strong IT skills in the use of Microsoft Products, including project management software (e.g. Microsoft Project)



ROLE PROFILE

Experience & Knowledge:

- Experience in managing complex projects, within a dynamic environment, & use of formal system(s)
- Experience and knowledge of applying project planning and risk & issue management
- Experience in business case development and assessment, planning and the application of good practice processes
- Knowledge of change management
- Knowledge of financial planning & benefits realisation

Desirable Experience & Knowledge:

- A clear understanding and knowledge of CT Policing is desirable

Any other General Requirements/Scope

- The post holder will require a full, clean driving license with access to a vehicle, or able to arrange their own transport to be able to travel across the region in support of their role and meetings. The post holder will need to ensure that they have business use cover within their insurance if using their own vehicle
- The post holder may be required to work additional hours but this will be agreed in advance in conjunction with management and the post holder
- The post holder will need to be vetted to DV level
- 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.
- 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



ROLE PROFILE

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



ROLE PROFILE

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.