



ROLE PROFILE

Role Title:	PMO Support Officer
Rank/Grade:	(B) SO2 (C) SO1 (H) A4
Job Family:	Business Support
Reporting to:	Project Manager
Main purpose of the role:	<p>Supporting BCH in achieving its strategic and corporate goals through the provision of project support and Project Management Office functions.</p> <p>To provide support Project Managers to enable the efficient delivery of large, complex projects, e.g. delivering work-packages in a timely way or developing documentation and processes to ensure smooth transition into operations.</p> <p>Take a lead role in the establishment and delivery of the BCH Project Office.</p>

Key Responsibilities	
<ul style="list-style-type: none"> Using the departmental Project standard methodology (underpinned by PRINCE2), lead small projects or assist in the management of larger projects, ensuring that the projects or work-packages are delivered to time, quality and cost requirements. Lead the installation, acceptance testing and commissioning of the services and processes in accordance with project plans, business plans and service level agreements. Liaise and negotiate with suppliers and managers of internal and external sections for resources to ensure successful delivery. Take a lead role in the establishment and delivery of the BCH Project Office administering all required project documentation from approval through to project closure. Ensure that reporting requirements are delivered in a timely way as may be required by, for example, Digital Capabilities Board. Contribute to good levels of team working, morale and productivity both internally between staff and externally with customers and suppliers. Ensure you are contributing to the high-achieving, fast-paced culture of the team. Ensure you understand and are adhering to departmental policies and processes, including Change and Asset Management, and complying with appropriate standards and industry best-practice. Ensure that all projects are delivered using timely and proportionate documentation, including where appropriate, PIDs, project plans, highlight reports, RAID logs and Hand-over to Operations (HoTO) documentation. Ensure all financial consequences of projects are identified early, and monitored and reported on regularly to inform the Capital and Revenue Plans. 	

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



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Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None

Entry Requirements
<ul style="list-style-type: none"> Educated to A-level or equivalent, with evidence of an aptitude and motivation for further self-development. Project Management qualification – Prince2 Foundation An ICT Infrastructure Library (ITIL) Service Management foundation certificate would be desirable for this post. Ability to matrix-manage a small team of people. Must be highly-motivated and flexible with excellent time management skills and attention to detail. Must be able to prioritise workload and manage multiple work streams. Must be capable of good communication at all levels often dealing with complex ICT issues with non-ICT staff.

Any other General Requirements/Scope
<ul style="list-style-type: none"> The post-holder may be required to work across BCH, attend meetings and liaise and work with staff in different locations, therefore the ability to travel is essential. The role may require additional hours in the event of a system go-live. Where necessary, the role holder will be required to attend meetings with staff, users or ICT colleagues at sites across BCH. The role holder will also be required to travel to attend external meetings or training outside of BCH. Vetting required, as advised by the vetting unit. 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. <p>Obligatory Requirements</p> <ul style="list-style-type: none"> 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 treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

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I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.