

Job Description

A Post Details:

Job Title: Digital Workplace Manager	Grade: C001
Department: Technology	Division: A
Reports to: Head of IT Operations	Contract Type: Permanent
Level of Vetting: Security Check	Numbers in Post: 3
Welsh language required: No	

B Purpose of the Post:

Digital Workplace provides advisory consultancy to the organisation that aligns with enterprise and solution architecture principles and enables technology solutions with the objectives of enabling productivity, collaboration, communication, connectivity, mobility and automation. As a forward-facing, development-focused team, Digital Workplace designs and delivers technologies and technical solutions which are then transitioned over to support/service management teams. Digital Workplace consists of three teams, End User Computing, Digital Platforms, and Digital Solutions.

The Digital Workplace Manager plays a key role in designing, enabling and delivering the Vision, Strategy and Roadmap of the Digital Workplace function within BTP. The role supports and delivers the formal requirements associated with End User Computing development and Microsoft 365 service architecture, service design and configuration management responsibilities. In addition, the role works on delivering the required Digital Workplace Strategy and its ongoing transformation to mitigate and manage the associated risks in regard to our IT assets and services, and to drive cost efficiencies and mobility. Resilience of our End User Computing estate and our Microsoft365 tenant and services is critical to operational activity and efficiency and underpins core technology services for BTP.

Reporting into the Head of Digital Workplace, the role will be assigned a primary team of technical specialists but is expected to cover the management of other teams within Digital Workplace, when necessary, and pick up the required technical skillsets within each area. This role will manage the team, priorities and tasking on a day-to-day basis, mentoring and developing the team members core skills and expertise whilst maturing the overall processes and procedures across BTP in relation to Digital Workplace. This role also holds responsibility for testing as required.

The role supports BTP business objectives and policing strategy through the delivery and development of End User Computing technology, Microsoft365 platforms, solutions and services, ITSM platform/solution development and additional Digital Workplace service offerings (e.g. such as online and offline digital media and content delivery solutions and services). The role will be responsible for information gathering across the industry for best-practices and the engagement across wider forces for shared collaborative learning around Digital Workplace.

C Dimensions of the Post:

Financial – Direct or Non-Direct

Direct:

- Responsible for the direct capex and revenue costs associated to the Digital Workplace contracts within designated primary team.

Non-Direct:

- Responsible for the asset management and licences, vendor and supplier management for delegated services.

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- Responsible for providing best value advice and recommendations to support the selection and procurement services and products.

Staff Responsibilities – Direct or Non-Direct

Direct:

- Line management of between 5 and 14 direct reports which can typically include: B001 Digital Workplace Engineers, B002 Digital Workplace Senior Engineers, B004 Digital Workplace Specialists, C001 Digital Workplace Architects
- Resource management across the team, ensuring that the relevant workload associated to the team (Design, Project management, Operational and Change) are delivered as per agreed deliverables.
- Technical coaching and mentoring of team members to aid in skills development and progression of team members.

Non-Direct:

- Line management of other Digital Workplace teams when required, to cover for leave/absence and/or when resourcing needs arise.
- Line management of other Digital Workplace Managers when covering for the Head of IT Operations.

Any Other Statistical Data

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: ☒ Normal ☐ High

Strategy and architecture								
Strategy and planning	0	1	2	3	4	5	6	7
Enterprise and business architecture						<input checked="" type="checkbox"/>		
Solution architecture						<input checked="" type="checkbox"/>		
Innovation						<input checked="" type="checkbox"/>		
Emerging technology monitoring						<input checked="" type="checkbox"/>		
Advice and guidance	0	1	2	3	4	5	6	7
Consultancy							<input type="checkbox"/>	
Delivery and operation								
Technology management	0	1	2	3	4	5	6	7
Technology service management						<input checked="" type="checkbox"/>		
Relationships and engagement								
Stakeholder management	0	1	2	3	4	5	6	7



Strategy and architecture

Strategy and planning

Enterprise and business architecture - 5: Ensure, advise

- Develops models and plans to drive the execution of the business strategy, taking advantage of opportunities to improve business performance.
- Contributes to creating and reviewing a systems capability strategy which meets the business's strategic requirements.
- Determines requirements and specifies effective business processes, through improvements in technology, information or data practices, organisation, roles, procedures and equipment.

Solution architecture - 5: Ensure, advise

- Leads the development of solution architectures in specific business, infrastructure or functional areas.
- Leads the preparation of technical plans and ensures that appropriate technical resources are made available.
- Ensures that appropriate tools and methods are available, understood and employed in architecture development.
- Provides technical guidance and governance on solution development and integration.
- Evaluates requests for changes and deviations from specifications and recommends actions.
- Ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly.

Innovation - 5: Ensure, advise

- Manages the innovation pipeline and executes innovation processes.
- Develops and adapts innovation tools, processes and infrastructures to drive the process of innovation.
- Identifies resources and capabilities needed to support innovation.
- Encourages and motivates innovation communities, teams and individuals to share creative ideas and learn from failures.
- Manages and facilitates the communication and open flow of creative ideas between interested parties and the set-up of innovation networks and communities.

Emerging technology monitoring - 5: Ensure, advise

- Monitors the external environment to gather intelligence on emerging technologies.
- Assesses and documents the impacts, threats and opportunities to the organisation.
- Creates reports and technology roadmaps and shares knowledge and insights with others.

Advice and guidance

Consultancy - 6: Initiate, influence

- Manages the provision of consultancy services and/or a team of consultants.
- In own areas of expertise, provides advice and guidance to consultants and/or the client when delivering consultancy services.
- Engages with clients and maintains client relationships.
- Establishes consultancy agreements/contracts and manages completion and disengagement.

Delivery and operation

Technology management

Technology service management - 5: Ensure, advise

- Takes responsibility for managing the design, procurement, installation, upgrading, operation, control, maintenance and effective use of specific technology services.
- Leads the delivery of services, ensuring that agreed service levels, security requirements and other quality standards are met.
- Ensures adherence to relevant policies and procedures.
- Ensures that processes and practices are aligned across teams and providers to operate effectively and efficiently.
- Monitors the performance of technology services.
- Provides appropriate status and other reports to managers and senior users.

Relationships and engagement

Stakeholder management

Stakeholder relationship management - 6: Initiate, influence

- Leads the development of comprehensive stakeholder management strategies and plans.
- Builds long-term, strategic relationships with senior stakeholders (internal and external).
- Facilitates the engagement of stakeholders in support of the delivery of services and change projects.
- Acts as a single point of contact for senior stakeholders, facilitating relationships between them.
- Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined.
- Oversees monitoring of relationships including lessons learned and appropriate feedback.
- Leads actions to improve relations and open communications with and between stakeholders.

E Decision Making:

Level 5 - By making decisions which impact the success of key components of assigned work including results, deadlines & budgets, this level of decision making will pro-actively support delivery of projects/workstreams that have a significant impact on achieving wider organisational objectives.

F Contact with Others:

Internal

- All departments and functions across the organisation, providing advisory consultancy on all areas within Digital Workplace
- Technology / Information Management / Professional Standards / Cyber Crime Unit. Act as a bridge between technical teams on Digital Workplace matters. Manage stakeholders; raise any gaps in existing/new solutions and make recommendations of how to be secure by design to minimise business risk.
- Working closely with Information Management/Information Security, Professional Standards and the Cyber Crime Unit on a constant basis to build up the appropriate levels of engagement, ensuring the sharing and cross-fertilisation of relevant information and learning.
- Work closely with Technology infrastructure, networking and support teams to ensure robust solutions are designed and effectively implemented and delivered, documented and service transitioned over to support.
- Professional Standards/Covert operations. Acting as a SPOC for investigations that require Technology

support.

External

- Contact with counterparts within Home Office Forces and rail organisations as well as PDS and support delivery partners to establish peer groups and best practices within the community and industry.
- Core IT suppliers (contract management and reviews, roadmap development, troubleshooting, testing and service handover and transition purposes).
- Operational stakeholders and technology vendors.
- Other third-party suppliers for the evaluation of new solutions and emerging technologies.

G Essential Criteria:

Qualifications and Training:

- Educated to degree level in a specific IT or engineering discipline or equivalent experience
- Recognised M365 certifications
- Substantial and extensive vocational experience demonstrating professional development and achievement in a series of progressively and broad work roles, backed by evidence of deep and broad subject

Experience:

- Expert experience in Advisory Consultancy, with the ability to provide expert advice on digital workplace technologies and best practices, translating the business requirements into solution designs, adhering to Enterprise Architecture principles.
- Expert experience of leading and developing high performing teams, supporting Agile working practices, and a digital delivery culture.
- Expert technical third/fourth line or technical development Team Leader/Management experience in a large organisation in relation to delivering Digital Workplace technologies/solutions.
- Expert experience of managing teams in a complex, challenging environment, setting and managing against SLA's and business objectives.
- Extensive experience of implementing, managing and/or administrating Microsoft 365.
- Extensive experience of implementing, managing and supporting digital workplace solutions in a demanding environment.
- Extensive experience of Azure, Office 365 and automation tools and the maintenance of detailed application and tenant knowledge to support technical teams, as appropriate.
- Significant experience of incident resolution, requests, changes, problem-solving activities alongside root-cause analysis and lessons learned, delivered to agreed SLAs.
- Significant experience with the use of agile methodologies to maintain a strong focus on delivery priorities, holding others to account for delivery, and swiftly responding to changing requirements.
- Significant experience developing technical skillsets within teams and aiding their career progression.
- Good experience of User Experience Insight Monitoring tools, their configuration, implementation, administration and business benefits/value realisation.
- Good knowledge of PowerShell scripting: editing and creating PowerShell scripts for the purposes of tasking, automation, system troubleshooting, administration, maintenance and integration.
- Good experience with performance management of teams to ensure successful outcomes.
- Experience working with run critical national infrastructure either within the Public or Private Sector including 24x7x365 operational SLA's and criticality.

Business and Technical Skills:

BTP Skills Framework

Business

Communication - Strategic: In-depth knowledge and influencing direction

- Adapts to varied cultural styles and non-verbal cues by applying interpersonal awareness, identifying others' differences, concerns and motivations.
- Builds compelling 'cases for action' that consider trade-offs in interests of participating parties.
- Encourages others to share information and ideas openly to improve understanding of critical challenges and issues.
- Communicates the organisational culture, values and practices in a way which brings people on side.
- Builds mutually beneficial influence strategies that incorporate "win-win" options for participants.
- Adopts innovative and creative styles, using references, stories, as appropriate to make a significant impact on the target audience.
- Champions diverse coaching practices and provides insights to improve others' communication and presentation techniques.

Influencing Others - Expert: Extensive experience and diverse application

- Evaluates and focuses on business opportunities likely to be of considerable strategic or long-term value.
- Adapts communication messages, methods and influence strategies to the person or audience.
- Adapts influencing tactics to the motives and style of others (logical appeal, emotional appeal, etc.).
- Utilises positive or negative influence strategies appropriately to garner support for key initiatives.
- Expands reach of influence by motivating others to focus on shared goals and a common purpose.
- Uses knowledge of personalities and team dynamics to effectively solve problems and facilitate decision making.

Problem Solving - Strategic: In-depth knowledge and influencing direction

- Ensures the organisation is able to react to issues as they arise and take steps to prevent them from reoccurring by developing and following systematic problem solving strategies.
- Minimises recurrence of problems by ensuring problem resolution programs are monitored after their implementation.
- Directs others in the process of testing alternative problem solving scenarios and impact assessment.
- Recognises outstanding results in problem-solving by individuals and teams.
- Promotes a disciplined, continuous and organisation-wide approach to problem solving.

Leadership

Leadership - Expert: Extensive experience and diverse application

- Creates a positive team environment through celebrating successes and driving the team to excel.
- Engages team members to help them to commit to vision and strategy through supporting participation, dialogue and open communication.

- Promotes organisational culture, values and practices.
- Provides people support and advice when they need it, especially during periods of setback and change.
- Establishes trusting relationships and uses the underlying dynamic and interactions in teams to build strong working groups.
- Leads teams transparently and accessibly.

Strategic Planning - Expert: Extensive experience and diverse application

- Establishes methods and initiatives to maintain focus of the organisation on its key capabilities.
- Translates business strategy into clear operational goals and plans teams can execute.
- Adopts and adapts structured methods and tools for aligning business activities to the vision and strategy of the organisation.
- Collaborates with stakeholders in research and analysis activities to help define the organisational direction, mission and vision.
- Defines resources required to achieve the strategic plan and identifies funding, technology, supply or skills gaps.

Technical Specialisms

Not applicable.

Knowledge:

- Expert knowledge of the Microsoft 365 platform and associated services, relevant to Digital Workplace.
- Expert knowledge of core digital workplace technologies together with an understanding of the key technology providers
- Extensive knowledge in Enterprise and Solution Architecture principles, frameworks and best practices.
- Extensive knowledge in the M365 purview, compliance and governance, including advanced email threat protection, data protection and policy management.
- Extensive knowledge in Windows 10 configuration, deployment and modern management
- Significant knowledge in SharePoint Online and associated services, Power Apps development, Power Automate and the Power platform.
- Significant evidence of maintaining subject matter knowledge and skills development.
- Strong knowledge of emerging technologies and their applicability to the force
- Strong knowledge around setting and managing SMART objectives for employees, establishing regular and robust performance management and developing personal development plans.
- Strong Experience/knowledge of emergent AI capabilities within the Digital Workplace remit.
- Strong knowledge of online and offline digital media and content delivery solutions and services.
- Extensive knowledge of emerging technologies and their applicability to the force.
- Good business management knowledge including up to date knowledge of applicable legislation, best practice principles and regulatory requirements around employees and working practices in a public sector organisation.
- Good knowledge of User Experience Insight Monitoring tools, their configuration, implementation, administration and business benefits/value realisation.
- Good knowledge of PowerShell scripting: editing and creating PowerShell scripts for the purposes of tasking, automation, system troubleshooting, administration, maintenance and integration.
- Good knowledge of industry best-practice frameworks including ITIL, and its implementation inside a

similar sized organisation.

Desirable Criteria:

- Experience of developing Digital Workplace solutions in a large geographically dispersed Public Sector organisation
- Experience of ITSM platform development and workflow automation
- Experience delivering online and offline digital media and content delivery solutions and services

H Additional Information:

- Flexible to travel across the UK as required
- Role may require regular on-site working
- This post may be subject to Security Clearance

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For Panel to complete only:

Line Manager Approval:

Panel Approval:

Date:

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to People & Culture Policy & Reward inbox.

PolicyandReward@btp.police.uk

You will be advised of a panel date following receipt of the submission.