

Job Description

A Post Details:

Job Title: IT Senior Project Manager	Grade: C001
Department: Technology	Division: A
Reports to: IT Programme Manager	Contract Type: Permanent
Level of Vetting: Baseline	Numbers in Post: 5
Welsh language required: No	

B Purpose of the Post:

Plan, organise, resource, manage and deliver large-scale or complex technology projects from initiation and throughout delivery; delivering significant organisation wide transformational change. Ensure successful project delivery on time, on budget, and to quality, including the development and implementation of project processes to meet identified business needs through project deliverables. Define and communicate (often complex) project scope, objectives, cost, deliverables and timeframe to seniors stakeholders. Identify, analyse, plan, monitor and control complex benefits using a benefits management framework.

Develop and gain approval of business requirements through the production of complex business cases. Translate project requirements into operational plans. Lead on project delivery including the management of project costs, benefits, resources, risks, issues and inter-dependencies.

Evaluate and report on project progress to stakeholders at all levels including the wider technology programme and portfolio, ensuring ongoing alignment to project initiation documents and project mandates. Provide all relevant project documentation and present at high level governance boards. Work with the BTP change community to ensure consistency, efficiency and best practice in management reporting and processes. Plan and lead on business change activities to successfully embed technology change into the organisation.

Lead a team of change professionals to ensure successful delivery of technology projects. Manage and support the performance, development and wellbeing of team members.

Senior IT Project Managers lead on medium to large scale IT projects in terms of size, scale and cost. These projects are complex and technical in nature, and the successful delivery of them is critical to the success of wider programmes and portfolio.

C Dimensions of the Post:

Financial – Direct or Non-Direct

Direct: Responsible for multi-million pound Technology projects and IT workstream investments, varying from £2m to £30m. Manage project budgets as appropriate throughout the project lifecycle. Responsible for purchasing a wide range of capital and revenue items for given projects in line with delegated authorities and ensuring expenditure represents the best value for money for BTP.

Non-direct: Responsible for providing best value advice and guidance for all project and portfolio management technical software and hardware expenditure.

Staff Responsibilities – Direct or Non-Direct

Direct: Line management of IT Project Manager(s), IT Project Coordinator(s) and Business Analyst(s) where necessary.

Non-Direct: Responsible for employees assigned to a Technology workstreams as part of any project including external contractors. Professional coaching and mentoring of others in the change community.

Any Other Statistical Data

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: ☐ Normal ☐ High

Change and transformation									
Change implementation	0	1	2	3	4	5	6	7	
Project management							☐		
Change analysis	0	1	2	3	4	5	6	7	
Requirements definition and management						☐			
Change planning	0	1	2	3	4	5	6	7	
Organisational change management						☐			
Benefits management						☐			
Relationships and engagement									
Stakeholder management	0	1	2	3	4	5	6	7	
Supplier management					☐				
Stakeholder relationship management						☐			

Change and transformation

Change implementation

Project management - 6: Initiate, influence

- Takes full responsibility for the definition, documentation and successful completion of complex projects.
- Adopts and adapts project management methods and tools.
- Ensures that effective project monitoring and control processes, change control, risk management and quality processes are employed and maintained.
- Monitors and controls resources, revenue and capital expenditures against the project budget.
- Manages the expectations of key project stakeholders.

Change analysis

Requirements definition and management - 5: Ensure, advise

- Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives.
- Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques.
- Contributes to the development of organisational methods and standards for requirements

management.

- Obtains input from, and agreement to requirements from a diverse range of stakeholders.
- Negotiates with stakeholders to manage competing priorities and conflicts.
- Establishes requirements baselines.
- Ensures changes to requirements are investigated and managed.

Change planning

Organisational change management - 5: Ensure, advise

- Develops the change management approach and a change management plan in collaboration with sponsors, users and project teams.
- Creates and implements action plans to ensure everything is ready for the change before going live.
- Acquires change management resources and develops their capabilities to deliver the required changes.
- Gathers feedback to allow timely improvements to the change management plan and approach.
- Assesses risks and takes preventative action.
- Develops and communicates tailored change management plans for senior stakeholder groups.
- Provides guidance and makes suggestions to support change sponsors.

Benefits management - 5: Ensure, advise

- Leads activities required in the realisation of the benefits of each part of the change programme.
- Identifies specific metrics and mechanisms to measure benefits and plans to activate these mechanisms at the required time.
- Monitors benefits against what was predicted in the business case.
- Ensures that all participants are engaged throughout the change programme and fully prepared to exploit the new operational business environment.
- Supports operational managers to ensure that all plans, work packages and deliverables are aligned with the expected benefits.

Relationships and engagement

Stakeholder management

Supplier management - 4: Enable

- Collects supplier performance data and investigates problems.
- Monitors and reports on supplier performance, customer satisfaction, adherence to security requirements and market intelligence.
- Validates that suppliers' performance is in accordance with contract terms.
- Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance.
- Implements supplier management-related service improvement initiatives and programmes.

Stakeholder relationship management - 5: Ensure, advise

- Identifies the communications and relationship needs of stakeholder groups.
- Translates communications/stakeholder engagement strategies into specific activities and deliverables.
- Facilitates open communication and discussion between stakeholders.
- Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.
- Provides informed feedback to assess and promote understanding.

- Facilitates business decision-making processes.
- Captures and disseminates technical and business information.

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

Officers and staff Force-wide including Heads of Department, Chief Officers, and BTP Authority.

Technology Teams across a range of disciplines, including but not limited to, service management, networks, applications, infrastructure, cyber and digital workplace.

Specialist departments including Information Management, People and Culture, Commercial, Estates and the Corporate PMO.

External

Contract management of suppliers and engagement with counterparts within Home Office Forces' Technology Departments. Consultants, companies, customers, policing community and other public bodies including key stakeholders.

G Essential Criteria:

Qualifications and Training:

- Educated to degree level in a specific IT or engineering discipline or equivalent experience
- Professional qualifications or significant business experience in Project Management

Experience:

- Extensive experience of planning and leading large-scale and complex technology projects in a fast-paced environment using established project management methodologies.
- Extensive experience of leading and managing customer and stakeholder relationships.
- Experience of working with a range of business areas to drive technology change.
- Experience of leading within a large complex organisation, negotiating and influencing personnel at all levels.
- Experience of leading and motivating teams to deliver all stages of the project lifecycle.
- Experience of creating and assuring effective project documentation to ensure delivery, resource management and quality.

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

Microsoft Office

Microsoft Project - Expert: Extensive experience and diverse application

- Consults on and supports the use of advanced functions and features.
- Coaches on practices and techniques for effective use of Microsoft Project.
- Provides support for complex project planning requirements or unusual problems.
- Develops and communicates best practices, standards and guidelines.
- Oversees the implementation of advanced functions and features.

Knowledge:

- Detailed knowledge of project and change management methodologies
- Good financial and benefit management knowledge

Desirable Criteria:

- A good understanding of effective management of technology teams and services.

H Additional Information:

Occasional business travel throughout the BTP estate may be required.

Despite this role requiring Baseline Vetting (BV) as standard, an enhanced level of Management Vetting (MV) may be required dependent on the nature of the projects/programmes that are being managed by the post holder.

For Panel to complete only:

Line Manager Approval: John Brown

Panel Approval: BTP Reward Team

Date: 2024-01-17

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.