Job Description

A Post Details:

Job Title: IT Project Manager	**Grade:** B003
Department: Technology	**Division:** A
Reports to: Senior IT Project Manager	**Contract Type:** Permanent
Level of Vetting: Baseline	**Numbers in Post:** 10
Welsh language required: No	

B Purpose of the Post:

Plan, organise, resource and manage technology projects from initiation though to delivery; ensuring successful delivery on time and on budget. This includes the development and implementation of project processes to meet identified business needs through project deliverables. Define and communicate project scope, objectives, cost, deliverables and timeframes to key stakeholders.

Identify, baseline, and track project benefits. Plan, control and coordinate small and medium sized projects within the Technology portfolio and support the team by providing oversight of other projects when necessary. Seek agreement and approval of business requirements and translate these requirements into operational plans. Manage project delivery including the review of project costs, resources, risks, issues and inter-dependencies.

Report on project progress to the Project Management Office (PMO) by providing all relevant project documentation and representation at governance boards. Work with the BTP change community to ensure consistency, efficiency and best practice in management reporting and processes.

Plan and implement business change activities to successfully embed technology change into the organisation.

Delivery of management information to project boards as well as reporting on projects which are failing in timelines, quality or budget. Prioritisation of projects and work streams using a priority matrix to assess feasibility of new initiatives against resource constraints. Provision of project documentation including highlight documents, budget registers, benefit registers, exception reporting, risk and issue analysis.

IT Project Managers generally manage small to medium sized IT projects in terms of size, scale and cost. These projects feed into the success of wider programmes.

C Dimensions of the Post:

Financial – Direct or Non-Direct

Direct: Responsible for million pound Technology projects and IT workstream investments. Manage project budgets. Responsible for purchasing a wide range of capital and revenue items for given projects to the limit of authority and ensuring expenditure represents the best value for money for BTP.

Non-Direct: Responsible for providing best value advice and guidance for project and portfolio management software expenditure.

Staff Responsibilities – Direct or Non-Direct

Direct: Line management of IT Project Coordinator where necessary.

Non-Direct: Responsible for employees assigned to a Technology workstreams as part of any project including external contractors.

Any Other Statistical Data

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: ☐ Normal ☐ High

	0	1	2	3	4	5	6	7
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 - 5: Ensure, advise

- Takes full responsibility for the definition, approach, facilitation and satisfactory completion of medium-scale projects.
- Provides effective leadership to the project team.
- Adopts appropriate project management methods and tools.
- Manages the change control process and assesses and manages risks.
- Ensures that realistic project plans are maintained and delivers regular and accurate communication to stakeholders.
- Ensures project and product quality reviews occur on schedule and according to procedure.
- Ensures that project deliverables are completed within agreed cost, timescale and resource budgets, and are formally accepted, by appropriate stakeholders.
- Monitors costs, times, quality and resources used and takes action where performance deviates from agreed tolerances.

Change analysis

Requirements definition and management - 4: Enable

- Defines and manages scoping, requirements definition and prioritisation activities for initiatives of

medium size and complexity.
- Contributes to selecting the requirements approach.
- Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.
- Establishes requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source.

Change planning

Organisational change management - 4: Enable

- Conducts readiness assessments to assess the size, nature and impact of organisational change.
- Defines tactics to use considering the challenges to be addressed.
- Provides guidance and makes suggestions to support individuals responsible for operational implementation of change management activities.
- Gathers feedback to analyse the impact and effectiveness of the change management activities being deployed.
- Takes corrective action as required.
- Develops and communicates tailored change management plans.
- Establishes and builds relationships with the project sponsors and key stakeholders.

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 - 4: Enable

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.
- Implements stakeholder engagement/communications plan.
- Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.

E Decision Making:

Level 4 - By making decisions which influence the success of projects and team objectives, this level of decision making will pro-actively support delivery of projects/workstreams and subsequently have an impact on achieving organisational objectives.

F Contact with Others:

Internal

Officers and staff Force-wide including Heads of Department

Technical teams 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

Consultants, companies, customers, the wider policing community and other public bodies including key stakeholders.

G Essential Criteria:

Qualifications and Training:

- Educated to degree level or equivalent experience
- Professional qualifications or significant business experience in Project Management

Experience:

- Extensive experience of planning and leading medium to large sized technology projects in a fast-paced environment using established project management methodologies.
- Extensive experience of developing and managing customer and stakeholder relationships.
- Experience of working with a range of business areas to deliver technology change.
- Experience of working within a large complex organisation, negotiating and influencing personnel at all levels.
- Experience of delivering all stages of the project lifecycle including developing and overseeing project plans.
- Experience of developing and maintaining effective project documentation to support delivery, resource management and quality.

Business and Technical Skills:

BTP Skills Framework

Business

Communication - Expert: Extensive experience and diverse application

- Inspires trust and openness by being reliable, discreet and respecting confidentiality.
- Adapts influencing tactics to the motives and style of others (e.g. logical appeal, emotional appeal, etc.).
- Identifies and directs gathering the most critical information to inform development of opinions and insights.

- Delivers written and oral communications that engages audience participants and has impact.
- Analyses others' perspectives and needs and develops influence strategies and communications that create mutual benefits.
- Presents complex and difficult messages skilfully, using a variety of media and methods.
- Advises on team members' writing and speaking skills.

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 - Expert: Extensive experience and diverse application

- Advises on root cause analysis principles to resolve key problems.
- Coaches team members in problem solving methods and practices.
- Transforms problems into opportunities for organisational learning.
- Establishes and leads teams to solve complex problems.
- Collaborates across groups to maximise effectiveness of problem solving approaches.

Technical Specialisms

Microsoft Office

Microsoft Project - Working: Hands-on experience and application.

- Maintains and continuously improves knowledge of Microsoft Project.
- Identifies and uses main functions and features of Microsoft Project.
- Discusses Microsoft Project alongside other comparable project planning tools.
- Applies best practices and contributes to usage guidelines.
- Reviews installation and maintenance requirements for Microsoft Project.

Knowledge:

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

Desirable Criteria:

- A good understanding of the structure 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.