

JOB DESCRIPTION

Post:	Business Transformation Manager	
Grade:	Band G	Job Evaluation Ref: D1772
District/Department:	ICT Department	
Sector/Section:	Programme and Planning	
Location:	OCC, Wymondham or PHQ, Martlesham	
Reporting to:	Head of Programme and Planning	

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

The delivery of the complete project lifecycle of initiatives with responsibility for both business change and technical implementation.

2. Main activities of the role *(This list is not exhaustive)*

- Undertake project scoping, identifying terms of reference, benefits to be realised, costs, resources and timescales, providing effective planning and stakeholder engagement throughout the process.
- Responsible for all aspects of project delivery including technical, business change and processes which influence cultural change.
- Work closely to support the business lead and provide professional advice tailored specifically for the circumstances of each project.
- Lead and facilitate workshops to refine requirements and business case proposals as appropriate.
- Prepare and maintain business cases and other relevant project documentation for management, governance and effective implementation of the project.
- Ensure progress against plans is made, challenge progress where appropriate whilst managing and mitigating risk and initiating corrective action as necessary.
- Provide regular monitoring and highlight reports and report project progress as required (typically to Project Board and Portfolio Board).
- Ensure that the business area and other affected areas are consulted as appropriate and engaged on changes that impact them and that change activity is effectively coordinated to deliver the required outputs and sustainable change.
- Manage relationships with external partners and third party suppliers (where applicable) to ensure full benefits of such partnerships are achieved. This may include invitations to tender, contract negotiation (with local and national procurement guidelines) and ensuring suppliers adhere to terms and conditions of the contract, liaising closely with procurement professionals.

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- Management of staff directly reporting into this post. In addition, plan and effectively manage resourcing from across other support departments, such as ICT, HR, Finance, RMU and external suppliers.
- Manage project budgets on behalf of the project owner/sponsor, monitoring expenditure and cost against delivered and realised benefits for the duration of the project lifecycle, and advising responsible budget owners, as appropriate.
- Maintain effective links with the PMO, Portfolio Boards, other force projects and continuous improvement initiatives.
- Ensure successful project implementation, closure, ensuring successful transition from project to business as usual, including completion of all necessary post-implementation activities.
- Any other duties that are commensurate with the role and grade as may be requested by management.

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies.
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

PERSON SPECIFICATION

Post: Business Transformation Manager

District/Department: ICT Department

Location: OCC, Wymondham

Essential Criteria

1. Significant experience in project managing the full lifecycle of major organisational projects, with a track record of timely and successful implementation to budget.
2. BTECH/HNC qualification or equivalent or significant period of experience in an information technology environment
3. Experience in technical project management, in either systems development, networks or infrastructure
4. Recognised professional qualification in project management such as Prince2 at practitioner level or equivalent (e.g. APM accredited).
5. Demonstrate experience of effectively managing staff in a matrix management project environment and direct line management
6. Excellent oral and written communication skills (including business case, report writing and presentation skills) for effective communication to a wide range of stakeholders.
7. Well developed influencing and negotiation skills with proven interpersonal skills to deal with conflicting positions and a resistance to proposals/change.
8. Full driving licence with the ability to travel as required throughout Norfolk and Suffolk and to remote and sensitive locations as appropriate

Desirable criteria

1. Demonstrate knowledge of the issues facing Norfolk and Suffolk Constabularies at a local, regional and national level
2. Experience of managing change in both the public and private sectors.