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| **Service Unit** | Information & Communication Technology |
| **Team** | Programme & Project Delivery |
| **Responsible to** | ICT Programme Manager |
| **Scale and Salary Range** | PO 4 |
| **Vetting Status** | RV |
| **Politically Restricted** | No |
| **CVF Level** | Level 2 |

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| **Job Purpose** |
| The ICT Project Manager is a senior role with responsibility for delivering high complexity, high risk, and business critical ICT projects. The role holder will own the projects they are assigned, ensuring that they conform to organisational governance.The ICT Project Manager is responsible for the day to day management of assigned projects andhas proven experience of:* Scope and Schedule Management
* Risk and Issue Management
* Finance and cost control management
* Resource and people management
* Benefits Management

The role is responsible for delivering a specialist service which involves the choice and application of diverse processes, systems and techniques for supervising staff delivering a broad range of services.Individuals work with a minimum of supervision, demonstrating a systematic, disciplined and analytical approach. |

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| **Principal Duties and Responsibilities** |
| PROJECT DEFINITIONClearly and thoroughly identify the scope of the project(s) by:* Working collaboratively with internal and external stakeholders, at all levels within the organisation, to define and achieve mutual understanding of the scope.
* Listen for, uncover, and resolve misunderstandings or disagreements about the scope.
* Ensure all project resources understand the scope as well as how it will affect other projects within the ICT portfolio.

PLANNINGWork with the team to identify and schedule all the work required to fulfil the scope:* Understand what constitutes an end-to-end, thorough cross-functional schedule for the project and involve stakeholders as appropriate to create a valid plan; be able to discuss risk areas and convey impacts to scope or costs if a shorter schedule is demanded.
* Manage and plan the project(s) in sufficient detail to ensure integration of all activities, identification of cross-project dependencies, and understanding of critical paths and key milestones.
* Ensure a comprehensive budget is prepared, reflecting the plan and all resource needs so that the project budget will be accurate and remain affordable.

RESOURCINGIdentify resourcing needs in line with the project plan:* Ensure all necessary ICT and external department resources are identified and that justification for such resources is clear in the event of constraints arising as a result of other work responsibilities.
* Communicate to ensure that all resources understand their roles and accept their responsibilities; escalate where that commitment is not present.
* Direct and motivate the project team(s) to achieve the desired results, and ensure effective communication is maintained throughout the project.
* Ensure effective management of 3rd party suppliers to the project(s).
* Matrix Management of project resources from cross-functional teams.

EXECUTION & CONTROLDay-to-day management of the project:* Manage the extended project team, agreeing, driving delivery, reviewing and approving work packages, so that the team is motivated and encouraged to develop skills and experience in line with project needs.
* Manage the project(s) time, cost and quality activities, in line with Cleveland Police governance.
* Significant budget management responsibility
* Produce reports in line with the governance requirements of the project.
* Ensure application of thorough risk and issue management across the project(s), instigate mitigation actions, identify contingency plans and manage items through to conclusion.
* Ensure effective communication to the project teams, internal and external stakeholders, partners, and suppliers.
* Manage proposed changes to project parameters – e.g. scope, budget, schedules.
* Monitor the quality of project deliverables and ensure project objectives are met.
* Lead project meetings and attend programme and portfolio meetings where required.
* Establish effective working relationships with all key stakeholders.
* Ability to negotiate effectively and overcome issues.

TRANSITION TO SERVICE DELIVERYAt successful project conclusion, ensure a smooth hand-over to the Service Delivery team, and any other supporting functions identified. |

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| **Note** |
| **The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post.****All employees are to comply with confidentialities laid down in the Data Protection Act 2018, the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).****All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police.** |

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|  **Person Specification** |
| **Essential knowledge, skills, and experience (E)** |  **Desirable knowledge, skills, and experience (D)** |

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|  **Knowledge and Qualifications** |
| Professional qualification in project management, namely PRINCE2 | Membership of a recognized professional IT or project management body |
| Degree level qualification (or equivalent) in a business, management, or other related subject; alternatively, extensive experience in project management | Agile methodology |
| ITIL awareness | ITIL Certification |

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|  **Experience** |
| Recent and relevant experience of project management with a track record of delivering to time, cost and quality |  |
| At least 3 years IT project management and delivery experience |  |
| Experience of managing hybrid development teams, dedicated staff, seconded staff, operational staff and contractors |  |
| Experience of the full project lifecycle, including transition to live service |  |
| **Skills / Abilities**  |
| Well-developed planning and organisational skills including scope and schedule management |  |
| Risk and Issue Management experience |  |
| Finance and cost control management experience |  |
| Benefits Management experience – includingproducing business cases with measurablebenefits |  |
| Outstanding communication and inter-personalSkills |  |
| Effective negotiation skills |  |
| High-level of IT literacy, proficient user of Microsoft Office tools and MS Project |  |
|  **Other** |
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**All applicants who identify themselves on the equal opportunities section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview.**

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| **Version Control** |
| **Reason for Version Change** | **Version date** |
| Assessed at grading panel | June 2021 |
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**Competency and Values Framework (CVF) for Policing: Level 2 – Middle Manager**

**Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing’s Competency and Values Framework for Policing (2017). A candidate’s behaviours/values will be measured at interview.**

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| **Competency** | **Level 2 – Middle Manager** |
| **Emotionally aware** | * I consider the perspectives of people from a wide range of backgrounds before taking action.
* I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome.
* I promote a culture that values diversity and encourages challenge.
* I encourage reflective practice among others and take the time to support others to understand reactions and behaviours.
* I take responsibility for helping to ensure the emotional wellbeing of those in my teams.
* I take the responsibility to deal with any inappropriate behaviours.
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| **Taking ownership** | * I proactively create a culture of ownership within my areas of work and support others to display personal responsibility.
* I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas.
* I am accountable for the decisions my team make and the activities within our teams.
* I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly.
* I actively encourage and support learning within my teams and colleagues.
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| **Collaborative** | * I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions.
* I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve.
* I understand the local partnership context, helping me to use a range of tailored steps to build support.
* I work with our partners to decide who is best placed to take the lead on initiatives.
* I try to anticipate our partners' needs and take action to address these.
* I do not make assumptions. I check that our partners are getting what they need from the police service.
* I build commitment from others (including the public) to work together to deliver agreed outcomes.
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| **Deliver, support and inspire** | * I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context.
* I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform.
* I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support.
* ensure the efficient use of resources to create the most value and to deliver the right impact within my areas.
* I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service.
* I motivate and inspire others to achieve their best.
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| **Analyse critically** | * I ensure that the best available evidence from a wide range of sources is taken into account when making decisions.
* I think about different perspectives and motivations when reviewing information and how this may influence key points.
* I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary.
* I understand when to balance decisive action with due consideration.
* I recognise patterns, themes and connections between several and diverse sources of information and best available evidence.
* I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing.
* I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.
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| **Innovative and open-minded** | * I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing.
* I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population.
* I am flexible in my approach, changing my plans to make sure that I have the best impact.
* I encourage others to be creative and take appropriate risks.
* I share my explorations and understanding of the wider internal and external environment.
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| **Values** | **All Levels** |
| **Integrity** | * I always act in line with the values of the police service and the Code of Ethics for the benefit of the public.
* I demonstrate courage in doing the right thing, even in challenging situations.
* I enhance the reputation of my organisation and the wider police service through my actions and behaviours.
* I challenge colleagues whose behaviour, attitude and language falls below the public’s and the service’s expectations.
* I am open and responsive to challenge about my actions and words.
* I declare any conflicts of interest at the earliest opportunity.
* I am respectful of the authority and influence my position gives me.
* I use resources effectively and efficiently and not for personal benefit.
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| **Impartiality** | * I take into account individual needs and requirements in all of my action.
* I understand that treating everyone fairly does not mean everyone is treated the same.
* I always give people an equal opportunity to express their views.
* I communicate with everyone, making sure the most relevant message is provided to all.
* I value everyone’s views and opinions by actively listening to understand their perspective.
* I make fair and objective decisions using the best available evidence.
* I enable everyone to have equal access to services and information, where appropriate.
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| **Public Service** | * I act in the interest of the public, first and foremost.
* I am motivated by serving the public, ensuring that I provide the best service possible at all times.
* I seek to understand the needs of others to act in their best interests.
* I adapt to address the needs and concerns of different communities.
* I tailor my communication to be appropriate and respectful to my audience.
* I take into consideration how others want to be treated when interacting with them.
* I treat people respectfully regardless of the circumstances.
* I share credit with everyone involved in delivering services.
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| **Transparency** | * I ensure that my decision-making rationale is clear and considered so that it is easily understood by others.
* I am clear and comprehensive when communicating with others.
* I am open and honest about my areas for development and I strive to improve.
* I give an accurate representation of my actions and records.
* I recognise the value of feedback and act on it.
* I give constructive and accurate feedback.
* I represent the opinions of others accurately and consistently.
* I am consistent and truthful in my communication.
* I maintain confidentiality appropriately.
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Further detailed information on the CVF can be located by clicking on the following link:

<https://www.college.police.uk/career-learning/career-development/competency-and-values-framework-cvf>