



Role Title	Regional Change and Improvement Officer	Reporting to	Regional Change and Improvement Manager
Section	Business Services	District/Department	CTP NE
Tenure		Rank/Grade	

Part A – JOB DESCRIPTION

Overall purpose of role	Responsible for the day to day management and implementation of the Business Change Framework and methodology, provision of tools, training, guidance and assurance at portfolio, programme or project level, across the regional and national CT network. Ensuring business delivery of central projects at a regional level, realising financial and non-financial benefits.
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Key outputs for role –
<p>Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.</p> <p>Provide professional expertise and to act as a consultant to CTP NE in the application of appropriate techniques in corporate organisational change projects involving process consultancy, operational research, systems analysis, simulation modelling, large group interventions / conferencing, problem-solving and decision making, lean systems, process Improvement and project management in support of the strategic priorities of CTP.</p> <p>As a specialist consultant or as part of a team, to support the design, management and delivery of a wide variety of corporate projects, ensuring complex operational research and process improvement approaches are professionally employed within strategic cross-functional change projects, to inform managerial decision making and realise CTP business benefits.</p> <p>To diagnose problem situations, select and apply appropriate approaches based upon professional judgement and experience, to support effective resolution.</p> <p>Support a number of projects within the local and national CTP using PRINCE 2 principles to facilitate effective project definition, analysis, design and implementation and establish systems for ongoing support.</p> <p>Monitor progress of the projects in relation to the plan, escalating when required and being able to diagnose problem situations leading to the identification and communication of alternative solutions.</p> <p>Map and track business benefits including the development of benefit profiles and all interdependencies</p> <p>Complete objective change impact and readiness assessments, recommending or developing interventions to mitigate and negative implications and ensuring positive impacts are identified and realised.</p> <p>Work closely with colleagues and partners from across the unit, region and national network to ensure that all understand their role in realising business benefits.</p>

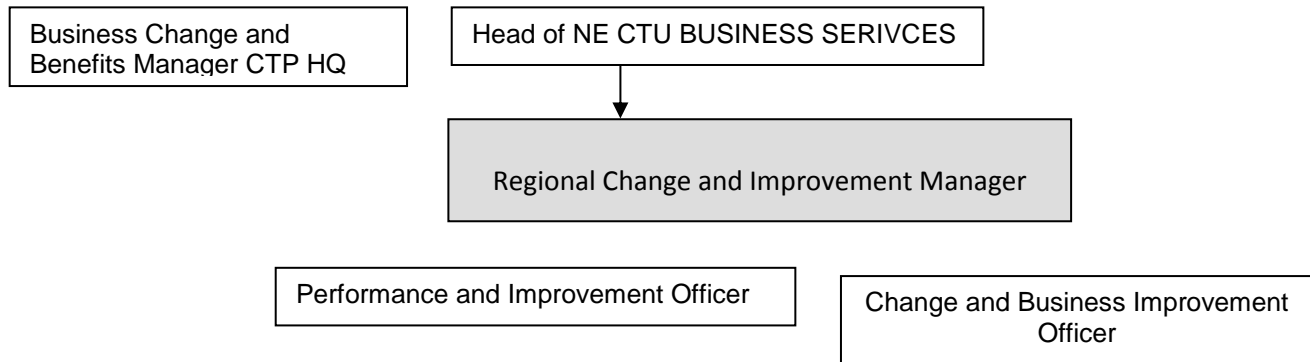
Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)
<ul style="list-style-type: none">• Key contributor to the successful delivery of the national CT programme of current projects that are critical to the effective operation and management of the CTP• Successfully complete allocated projects. Required to work with PRINCE 2 Project Methodology.

Work/Business contacts	
Internal:	Senior Officers and Staff across the CT network in NE, all ranks of Police Officers and Police Staff, Unions, Staff Associations at local and regional level.
External:	Extensive contacts with NCTPHQ, Home Office, and Partner Agencies as required to implement change within CT Policing in NE region. In particular this role has a level of responsibility for professional standards and development to the National Business Change and Benefits Manager in NCTPQ

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
<ul style="list-style-type: none"> Highly numerate with a proven innovative and analytical approach to corporate transformational change along with experience in the application of recognised problem solving and decision making techniques. 	Essential
<ul style="list-style-type: none"> Detailed knowledge of appropriate project management, planning and control techniques. 	Essential
<ul style="list-style-type: none"> In depth experience of project or business change delivery to Prince2 standards and experience of using Microsoft Project. 	Essential
<ul style="list-style-type: none"> Excellent written communication and inter-personal skills; with experience of preparing reports 	Essential
<ul style="list-style-type: none"> Experience of facilitating groups, with the ability to elicit information and agreement from audiences of varying backgrounds. 	Essential
<ul style="list-style-type: none"> Ability to successfully sit and pass AgilePM course 	Essential
<ul style="list-style-type: none"> An understanding of CT Policing, and its local, regional and national network. 	Desirable
Other (Physical, mobility, local conditions)	
<ul style="list-style-type: none"> Willingness and ability to travel for business purposes. 	Essential
<ul style="list-style-type: none"> Prepared to work outside of normal hours and away from normal place of work 	Essential
<ul style="list-style-type: none"> Ability to successfully achieve enhanced personal and financial vetting checks. 	Essential

Expertise in Role - After initial development - Level 2
<ul style="list-style-type: none"> Detailed working knowledge and proven ability of the management of projects to agreed timescales and cost. Extensive professional knowledge, experience and expertise evidenced in the delivery of business change within a service orientated environment including the ability to manage, plan, deliver and implement wide variety of corporate organisational change and continuous improvement projects. Has actively participated in the design, development and delivery of Corporate Transformational Business change Programmes / Projects. Has successfully applied a wide range of specialist transformational business change / continuous improvement tools and techniques to deliver organisational improvements and business benefits directly in support of Strategic Objectives. Has successfully attained PRINCE2 qualification. Has successfully attended AgilePM course and achieved practitioner status.

Structure



PART B – COMPETENCIES & VALUES

Competency and Values Framework –

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Is recognised by staff at all levels as an expert in the development and delivery of specialist business change techniques and project/programme management across CTP NE Regional and nationally to NCTPHQ

PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter Access to buildings where based
Vetting Level	MV and SC
Date accepted as a role profile	