ROLE PROFILE

Role Title:	Biometrics Capability Benefits Realisation Manager
Rank:	PO3
Responsible to:	Biometrics Capability Lead
Responsible for:	No supervisory responsibility
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
Required Vetting Level:	MV/SC – Management Vetting and Security Clearance
Date Published:	October 2022

Role Purpose	To provide a professional, proactive and dynamic advisory and support service in the National Biometrics Function (NBF), including business and Chief Officer advice. To ensure that the NBF delivers the anticipated cashable and non-cashable benefits for Forces. The Benefits Realisation Manager role is responsible for identifying, base-lining, profiling, planning, tracking and reporting benefits. The role involves developing and then managing the processes and management systems needed to support and govern effective benefits enablement and realisation to ensure objectives and financial benefits are achieved. The role will provide a secondment opportunity for up to a twelve-month period (plus review) into South Wales Police as a lead force model. The role will support agile working. The NBF will undertake two functions. **Function One:** To review, design and develop proposals for a cohesive UK law enforcement capability for biometrics with specific emphasis on emerging biometrics and the evolution of traditional structures. An initial early priority will be to assist forces deliver Retrospective Facial Recognition. **Function Two:** Provide a coordination function to support the NBSB, its programme as well as subsidiary Committee structures to include the NPCC Facial Recognition Board and the NPCC Voice Recognition Board. Please see Appendix 1 for full details of NBF objectives.
Main Responsibilities	**Advice and Guidance** • Assess personal requirements of customers (including members of the public) and provide adequate support, advice and guidance • Provide advice and guidance on escalated, varied and complex issues relating to area of work • Resolve complex problems independently, referring major issues to senior colleagues

	• Identifies and escalates serious problems
	Business Improvement
	• Contribute to the Identification, proposal and implementation of developments and improvements to the NBF and Forces for the mutual benefit
	People Management
	• Monitor and allocate workload within team • Assist the NBF team in the preparation and use of equipment and techniques and advise on any specific aspects of work with own area
	Analysis and Reporting
	• Carry out the analysis of data, information and situations to provide solutions to problems/queries • Prepare and analyse management information including reports and project plans, recommending action where appropriate
	Research/Investigation
	• To undertake research on legislation/ complex/ sensitive/ contentious specific subject matters • Present recommendations • Gather and analyse information and provide results for further analysis • To carry out investigations of relevant problems, queries and/or situations • Follow-up enquiries as directed
	Project Management
	• To support the NBF Project Manager or Lead in the development and maintenance of project documentation • Oversee the NBF in supporting the NBF Project Manager with the development of Project Plans/ Project Documentation sets in accordance with the National Biometrics Strategy and subsidiary Boards.
	Risk Management and Legal Compliance
	• Identify risks within own remit and mitigate and inform others on risks • Ensure unit meets its obligation with regards to Health & Safety and escalate serious problems • Monitor and ensure compliance with all regulations and policy guidelines • Identify risks, measure impact and provide advice on findings • Meets obligations with regards to associated legislation
	Customer Service and Representation
	• To present a positive image and service to both internal and external customers • Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high-quality standard of service • Maintain confidentiality in relation to data protection issues and Management Of Police Information (MOPI) standards
	Organisation/Planning
	• Plan and organise work to complete it within set framework, standards, & timescales • To organise and schedule events/meetings as directed • Implement and contribute to service strategy as directed • Develop, propose and implement an approved project/business plan for the unit, subject or function • Identify, seek approval for the deployment of suitable resources for the subject area or project to deliver its objectives
	Policies & Strategies
	• Research, review and draft policies

	• Monitor and report on policy implementation to ensure compliance and identify issues/problems
	In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.
Qualifications	**Essential** • Must be educated to degree level or be able to demonstrate equivalent skills and abilities • A formal project management qualification or experience of managing a major project **Desirable** • A registered Prince2 Practitioner
Skills	**Essential** • Must be computer literate and proficient in Microsoft applications demonstrating a high level of computer literacy in word processing, spreadsheet and database software, including the complex manipulation of data. • Ability to follow through conceptual ideas to practical effective implementation. • Ability to produce high quality, comprehensive, logical and structured reports. • Able to present to individuals and groups, using language and techniques appropriate to the audience. • Leadership of, and a positive approach to benefits management, demonstrating a willingness to challenge existing practises to support the organisation to continuously deliver benefits; • Ability to mentor and coach project managers and other practitioners in the benefits management processes **Desirable** • Welsh Language Level 2 - Can understand the essence of a conversation, convey basic information, contribute to meetings, transfer telephone calls and respond to simple requests in Welsh. Also introduce oneself and others by name, role, and location/organisation.
Knowledge	**Essential** • Experience of managing a major project • Experience in profiling financial budgets • Collaborative working with internal partners • Provision of technical solutions and resilience in a secure environment • Recent experience of the development and implementation of Management Information processes and products related to benefits realisation • Application of structured business improvement techniques to identify business benefits **Desirable** • Experience of Force computer systems and analytical query tools.
Personal Qualities	**Serving the Public** • Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests • Understands the expectations, needs and concerns of different communities and strive to address them • Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police • Understands the impact and benefits of policing for different communities and identifies the best way to deliver services to them

- Develops partnership with other agencies to deliver the best possible overall service to the public

Professionalism
- Acts with integrity, in line with values of the Police Service
- Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations
- Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required
- Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour
- Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required

Leading Change
- Positive about change, adapting different ways of working and encouraging flexibility in others
- Constantly looks for ways to improve service delivery and value for money, making suggestions for change and encouraging others to contribute ideas
- Takes an innovative and creative approach for solving problems
- Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge

Leading People
- Inspires team members to meet challenging goals, providing direction and stating expectations clearly
- Acknowledges the achievements of individuals and teams by recognising and rewarding good work
- Recognises when people are becoming de-motivated and provides encouragement and support
- Gives honest and constructive feedback to help people understand their strengths and weaknesses
- Coaches and guides team members, identifying and addressing areas for development

Managing Performance
- Translates strategy into specific plans and actions, effectively managing competing priorities with available resources
- Takes a planned and organised approach to achieving objectives, defining clear timescales and outcome
- Identifies opportunities to reduce costs and ensure maximum value for money is achieved
- Demonstrates forward thinking, anticipating and dealing with issues before they arise
- Delegates responsibilities appropriately and empowers other to make decisions
- Monitors progress and holds people to account for delivery, highlighting good practice and effectively addressing underperformance

Decision Making
- Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations.

	• Considers a range of possible options before making clear, timely, justifiable decisions • Reviews decisions in light of new information and changing circumstances. • Balance risks, costs and benefits, thinking about the wider impact of decisions • Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest **Working with Others** • Works co-operatively with others to get things done, willingly giving help and support to colleagues. • Is approachable, developing positive working relationships. • Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. • Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. • Is courteous, polite and considerate, showing empathy and compassion. • Deals with people as individuals and address their specific needs and concerns • Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non-judgemental approach regardless of their background or circumstances.

All individuals of South Wales Police must display the qualities to be able to work in an organisation with minority groups and provide service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to workplace bullying or any other form of discriminatory behaviour.

Method of Assessment

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

Qualifications	Yes
Skills	Yes
Knowledge	Yes
Personal Quality – Serving the Public	
Personal Quality – Professionalism	
Personal Quality –Leading Change	Yes
Personal Quality – Leading People	
Personal Quality – Managing Performance	
Personal Quality – Decision Making	
Personal Quality – Working with Others	Yes