



## ROLE PROFILE

<b>Role Title;</b>	Project Manager
<b>Grade:</b>	PO1/2
<b>Responsible to:</b>	Chief Superintendent
<b>Responsible for:</b>	Responsible for Technical Leads
<b>Liaison with:</b>	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
<b>Required Vetting Level:</b>	MV/SC – Management Vetting and Security Clearance
<b>Date Published:</b>	May 2021

<b>Role Purpose</b>	<p>To project manage the ISO 17025 accreditations of the Regional Cyber Crime Unit and Digital Forensic Cyber Crime Unit and ISO 15189 accreditation of Sexual Assault Referral Centres in Southern Wales. To ensure all these units, including Custody, comply with the Forensic Regulators Codes of Practice and Conduct. To support and advise on accreditation requirements and liaise with stakeholders including the United Kingdom Accreditation Service, the Home Office and Forensic Capability Network to develop the Forces accreditation strategy.</p> <p>Prepare Strategic Plans, policies and procedural documents and reports and to provide management information on behalf of the business area.</p>
<b>Main Responsibilities</b>	<p><b>Advice and Guidance</b></p> <ul style="list-style-type: none"> <li>• Assess personal requirements of customers (including members of the public) and provide adequate support, advice and guidance</li> <li>• Provide advice and guidance on escalated, varied and complex issues relating to area of work</li> <li>• Resolve complex problems independently, referring major issues to senior colleagues</li> <li>• Identifies and escalates serious problems</li> </ul> <p><b>Business Improvement</b></p> <ul style="list-style-type: none"> <li>• Contribute to the Identification, proposal and implementation of developments and improvements to the area, unit or project for the mutual benefit of the force and customers</li> </ul> <p><b>Customer Service and Representation</b></p> <ul style="list-style-type: none"> <li>• To present a positive image and service to both internal and external customers</li> <li>• Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service</li> <li>• Maintain confidentiality in relation to data protection issues and Management of Police Information standards</li> </ul> <p><b>Organisation/Planning</b></p> <ul style="list-style-type: none"> <li>• Plan and organise work to complete it within set framework, standards, &amp; timescales</li> <li>• To organise and schedule events/meetings as directed</li> <li>• Implement and contribute to service strategy as directed</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop, propose and implement an approved project/business plan for the unit, subject or function</li> <li>• Identify, seek approval for the deployment of suitable resources for the subject area or project to deliver its objectives</li> </ul>
	<p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Monitor and allocate workload within team</li> <li>• May supervise staff through following force policy and monitoring performance levels</li> <li>• Assist team in the preparation and use of equipment and techniques and advise on any specific aspects of work with own area</li> </ul>
	<p><b>Policies &amp; Strategies</b></p> <ul style="list-style-type: none"> <li>• Research, review and draft policies</li> <li>• Monitor and report on policy implementation to ensure compliance and identify issues/problems</li> </ul>
	<p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Organise and manage the day to day delivery of subject area or projects including preparing and planning of resources</li> </ul>
	<p><b>Risk Management and Legal Compliance</b></p> <ul style="list-style-type: none"> <li>• Identify risks within own remit and mitigate and inform others on risks</li> <li>• Ensure unit meets its obligation with regards to Health &amp; Safety and escalate serious problems</li> <li>• Monitor and ensure compliance with all regulations and policy guidelines</li> <li>• Identify risks, measure impact and provide advice on findings</li> <li>• Meets obligations with regards to associated legislation</li> </ul>
	<p><b>Customer Service and Representation</b></p> <ul style="list-style-type: none"> <li>• To present a positive image and service to both internal and external customers</li> <li>• Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service</li> <li>• Maintain confidentiality in relation to data protection issues and Management Of Police Information (MOPI) standards</li> </ul>
	<p>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.</p>
<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Must be educated to Degree level standard or be able to demonstrate equivalent skills and abilities.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Qualification in Project Management</li> </ul>
<b>Skills</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Must be computer literate and proficient in Microsoft applications.</li> <li>• Must be able to deliver presentations to a diverse audience.</li> <li>• Must be able to produce high quality written reports.</li> </ul>

	<ul style="list-style-type: none"> <li>• Must be able to develop, implement and monitor policies and procedures, demonstrating a commitment to best practice and maintaining quality standards.</li> <li>• Must demonstrate the ability to collect, co-ordinate, analyse and disseminate information.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Demonstrated experience of line management</li> </ul>
<p><b>Knowledge</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Must display a strategic awareness and understanding of Project Management processes.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of working within the field of Forensic Science.</li> <li>• Experience of developing operational strategic threat and risk assessments</li> <li>• Must be abreast of current legislation, policy and social issues alongside current working knowledge of Specialist Crime.</li> <li>• Experience of working to ISO 17025 or ISO 15189 standards</li> <li>• Experience of working within a Forensic Science environment</li> <li>• Experience of working within a Quality Management System</li> <li>• Experience of Managing a Project</li> </ul>
<p><b>Personal Qualities</b></p>	<p><b>Serving the Public</b>          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</p> <p><b>Professionalism</b>          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</p>

**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**

Understands the organisation's objectives and priorities and how own work fits into these  
 Plans and organises tasks effectively to maintain and improve performance  
 Manages multiple priorities, thinking things through in advance, balancing resources and co-ordinating activity to complete tasks within deadlines  
 Knows the strengths of the team members, delegating appropriately and balancing workloads across the team  
 Monitors delivery to ensure tasks have been completed to the right standard and tackles poor performance effectively

**Decision Making**

Gathers, verifies and assesses 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  
 Balances risk, cost and benefits, thinking about the wider impact of decisions  
 Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in 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 and good team spirit

	<p>Explains things well, ensuring instructions are understood and talks to people using language they understand</p> <p>Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively</p> <p>Persuades people by stressing the benefits of a particular approach, keeping them informed of progress and managing their expectations</p> <p>Is courteous, polite and considerate, showing empathy and compassion</p> <p>Deals with people as individuals and addresses their specific needs and concerns</p> <p>Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances</p>
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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 work place 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	Yes
Personal Quality – Managing Performance	
Personal Quality – Decision Making	Yes
Personal Quality – Working with Others	