

ROLE PROFILE



Role Title:	Programme Manager – Police Collaboration Wales
Grade:	PO6
Responsible to:	Programme Lead (Regional Assistant Chief Constable)
Responsible for:	Programme Support Officer, Programme Administrator and other staff as assigned
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
Required Vetting Level:	MV/SC Management Vetting / Security Clearance
Date Published:	November 2022

Role Purpose	<p>Working with the Regional Assistant Chief Constable (Programme Lead for Collaboration) to successfully deliver the collaboration programme and projects across policing in Wales.</p> <p>Ensuring the successful delivery of the whole of the proposed change, co-ordination of the programme's projects and management of their interdependencies including benefits capture and realisation and oversight of any risks and issues arising.</p>
Main Responsibilities	<p>Advice and Guidance</p> <ul style="list-style-type: none"> • Provide expert advice and guidance to customers on complex and/or escalated issues within relevant subject area • Prepare analyse and present management information to senior managers and Chief Officers • Promote innovative solutions through the provision of expert knowledge and advice • Provide high level advice and guidance on complex and/or escalated issues. • Prepare and submit briefings and update reports to senior leaders. • Advises senior leaders and senior management on key issues affecting the organisation <p>Business Improvement</p> <ul style="list-style-type: none"> • Introduce and lead on initiatives to improve business processes for own area of work • Identify, propose and implement developments and improvements to own area of work for the mutual benefit of the force and customers • Keep up to date with best practice, trends, changes and developments in department areas including Home Office initiatives/ legislation and advise senior officers on their implications <p>Customer Service Representation</p>

	<ul style="list-style-type: none"> • 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
	Finance
	<ul style="list-style-type: none"> • Put forward and implement budget proposals for own area, unit or project • Plan and control spending of delegated budget for own division/department • Responsible for ensuring recharging activities in collaboration arrangements • May be responsible for income generation activities • Monitors and reports on budgets, making sure it operates effectively within budgetary constraints and maintain appropriate records • To supervise the management of delegated budget
	Organisation/Planning
	<ul style="list-style-type: none"> • Shared responsibility of associated resources, such as people, systems and equipment • Shared responsibility for the development, implementation and promotion of the departmental/BCU plans and service level agreements • Monitor approved business plans, business cases and budgets for the department/service • Organise and control the work of the collaboration team and support and advise on projects and services within the collaboration programme • Develop, propose and implement approved business plans and budgets for the department/service • Identify, seek approval for, and deploy suitable resources for the department to deliver its service objectives • Develop, implement and contribute to organisational strategy
	People Management
	<ul style="list-style-type: none"> • Allocate work and monitor the standard and performance of functional managers and team performance and ensure resolution of any issues • Manage recruitment, development motivation and change within a team • Resolve escalated and complex people management issues • Promote and implement within the collaboration team wider change management issues
	Policies and Strategies
	<ul style="list-style-type: none"> • Advise staff and external contacts within areas of specialism to ensure compliance with force procedures, regulations and legislation to influence decision making • Provide consistent application of strategy and policy in the most efficient and effective way in line with best value principles • Maintain a strategic overview of national programmes and projects with a proactive view to future developments

	<ul style="list-style-type: none"> Consult and obtain final agreement on policy and procedure implementation
	Programme Management <ul style="list-style-type: none"> Organise and control operational delivery of multiple projects or initiatives Quality assures operational delivery of multiple projects or initiatives Ensure delivery of projects proposed objectives in a cost effective manner and within given timescales, strategic documents/plans and present in formal forums
	Risk Management and Legal Compliance <ul style="list-style-type: none"> Ensure the function is fully compliant with the associated legislation, regulations and policy guidelines Identify risks and act on findings Ensure department/team meets its obligation with regards to Health & Safety Resolve escalated and serious problems Ensure senior management are aware of possible forthcoming risks and provide justifiable actions to mitigate those risks
	<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>
Qualifications	Essential <ul style="list-style-type: none"> Must have a good standard of education to at least degree level or be able to demonstrate equivalent skills and abilities Must hold PRINCE2 qualification Desirable <ul style="list-style-type: none"> Hold a relevant master's degree or equivalent in a related discipline Hold the Managing Successful Programmes (MSP) qualification
Skills	Essential <ul style="list-style-type: none"> Must be computer literate with good knowledge of Microsoft Office Suite including O365, Teams, Microsoft Word, Excel and PowerPoint Must exhibit an analytical approach to problem solving with the ability to devise original, innovative and creative solutions Able to manage substantial financial, people and material resources, demonstrating commercial and business acumen to balance complex, competing resource demands by making appropriate risk-based decisions within the available budget Must show evidence of continuous professional development Must have excellent written and oral communication skills, including delivering high quality presentations Must be able to evidence ability to work autonomously, making sound evidence based decisions Must be able to manage a workload and balance competing priorities, redirecting resources quickly and effectively to meet changing demands

	<p>Desirable</p> <ul style="list-style-type: none"> 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	<p>Essential</p> <ul style="list-style-type: none"> Must have experience and knowledge of collaboration and partnership working Must have an understanding of Force and regional police governance structures and emerging public sector issues across Wales Must demonstrate extensive knowledge and experience of applying programme and project management methods Must have knowledge of budgeting and resource allocation, and must demonstrate commercial and business acumen to balance complex, competing resource demands Must be able to demonstrate knowledge of planning, monitoring and controlling programmes Must have proven experience of advising, negotiating and influencing with internal and external customers at all levels Must have strong senior management experience of implementing change to improve performance Must have experience of programme / planning and the delivery of Services at a strategic level Must have considerable experience of delivering large scale projects Must have an understanding of Force and Regional Police Governance structures and emerging public sector issues across Wales Must have experience of managing a diverse team within a policing environment. Must have proven experience of leading and managing multi-functional teams Must have experience of effecting of leading organisational level change
Personal Qualities	<p>Serving the Public Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests Ensures that all staff understand, expectations, needs and concerns of different communities and strive to address them Builds public confidence by actively engaging with different communities, partners and stakeholders Identifies the best way to deliver services to different communities Understands partners' perspectives and priorities and works in tandem with them to deliver the best possible overall service to the public, building public confidence</p> <p>Professionalism Acts with integrity, in line with values of the Police Service Acts on own initiative to address issues, showing energy and</p>

determination to get things done.

Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially challenging situations
Upholds professional standards, acting a role model to others and challenging unprofessional conduct or discriminatory behaviour
Remains calm and professional under pressure, defusing conflict and being prepared to make unpopular decisions or take control when required

Leading Change

Positive about change, adapting to changing circumstances and encouraging flexibility in others

Identifies and implements improvements to service delivery, engaging people in the change process and encouraging them to contribute ideas
Finds more cost effective ways to do things, taking an innovative approach to solving problems and considers radical alternatives
Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge

Leading People

Inspires people to meet challenging goals, maintaining the momentum of change.

Gives direction and states expectations clearly

Talks positively about policing, creating enthusiasm and commitment

Motivates staff by giving genuine praise, highlighting success and recognising good performance

Gives honest and constructive feedback to help people understand their strengths and weaknesses

Invests time in developing people by coaching and mentoring them, providing developmental opportunities for staff and encouraging them to take on new responsibilities

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, evaluating evidence and seeking advice where appropriate

Makes clear, timely, justifiable decisions, reviewing these as necessary

Balances risk, cost and benefits, thinking about the wider impact of decisions

	<p>Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest</p> <p>Working with Others Builds effective working relationships with people through clear communication and collaborative approach Maintains visibility by regularly interacting and talking with people Consults widely and involves people in decision making, speaking to people in a way they understand and can engage with Treats people with respect and dignity regardless of their background or circumstances promoting equality and the elimination of discrimination Treats people as individuals, showing tact, empathy and compassion Sells ideas convincingly, setting out the benefits of a particular approach and striving to reach mutually beneficial solutions Expresses own views positively and constructively and fully commits to team decisions</p>
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All individuals of the Police Forces of Wales, 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.

	Shortlisting
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	Yes
Personal Quality – Working with Others	Yes