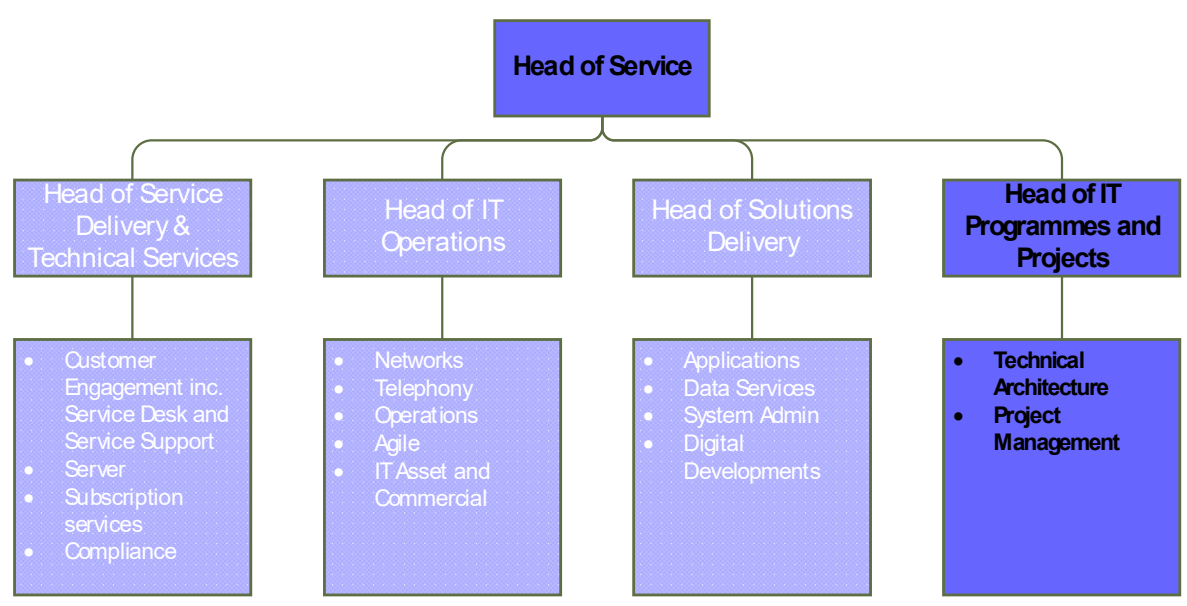


Role Profile

Role Title:	Department/Team:
Head of IT Programmes and Projects	Information Technology
Reports to (Manager's title):	Location:
Head of IT	South Yorkshire and Humberside
Last update (Date):	Role Reference No:
24 May 2019	Executive Grade 3
The purpose of the role is to:	
Plan, develop and implement a full range of specialist IT services across South Yorkshire and Humberside Police that will deliver high quality and cost effective technical solutions to all users. Ensure all IT projects (internal to IT, customer facing and external partners/agencies) are properly scoped and resourced, robustly planned and delivered on time and to budget.	
The role fits in the organisation here:	
 <pre> graph TD HOS[Head of Service] --> HSDTS[Head of Service Delivery & Technical Services] HOS --> HIO[Head of IT Operations] HOS --> HSD[Head of Solutions Delivery] HOS --> HITPP[Head of IT Programmes and Projects] HSDTS --> SDTS["• Customer Engagement inc. • Service Desk and Service Support • Server • Subscription services • Compliance"] HIO --> IO["• Networks • Telephony • Operations • Agile • IT Asset and Commercial"] HSD --> SD["• Applications • Data Services • System Admin • Digital Developments"] HITPP --> ITPP["• Technical Architecture • Project Management"] </pre>	
Key facts and figures about the role:	
<ul style="list-style-type: none"> • Specialist service delivery will be delivered to all aspects of both South Yorkshire and Humberside Police including Programme/Project Management, Work Reception, Technical Design Authority, Project Boards and Progress Reporting • Responsible for circa 15-20 reports • Critical services are delivered on a 24x7 basis. 	
The role's key relationships:	

- **Department** – Collaborating within the IT management team to deliver departmental objectives and managing the performance and development of staff throughout both Forces.
- **Internally** – All Heads of Department and senior management of both Forces.
- **Externally** – Suppliers / contractors - negotiating contracts and developing long term constructive relationships; representatives on regional / national forums - representing Force interests and securing mutually beneficial IT solutions.

The role is accountable for:

- Successful management of all projects from basic office moves through to the implementation of major critical systems with success defined as being on time and on budget.
- Implementing and maintaining clear and robust project management techniques and systems across the two forces. These will support effective delivery and achieve the required benefits.
- Attending Programme boards, project boards collaboration groups, Senior Command Teams and Police & Crime Commissioner meetings to communicate technical issues, report progress of project objectives, issues and tasks.
- Manage and develop the work Reception Process and Technical Design Authority to ensure the impact of all projects is fully understood by the department and the business ahead of agreement to proceed
- Effective planning of resources, including external specialist skills, to ensure projects are kept on track whilst fully utilising available resources.
- Providing early warning of emerging issues and as appropriate, troubleshoot and/or escalate issues to ensure delivery within the allocated budgets and contracted timescales and standards of performance.
- Contribute to business cases and proposals for collaboration or innovation and development, including financial assessment etc.
- Effective management and development of the Technical Architect functions to ensure a roadmap is maintained of approved technologies and how they interact.
- Management of the IT Departmental risk register including regular reviews and escalation to the Corporate Risk Register as appropriate.
- Maintenance of the IT Organisational Infrastructure document
- Close working with Business Change departments to ensure all business benefits from projects are understood and realised.
- Managing complex senior stakeholder relationships to ensure support for and integration with the programme within the two forces.
- Liaising with a Force's senior operational leaders and managers to understand their requirements for IT services and help maintain a positive and informed partnership approach to delivering IT services.
- Leading, motivating and managing staff performance within IT across South Yorkshire and Humberside. Identifying developmental needs and providing support and appropriate training through the use of the Performance Development Review (PDR) System. Identifying appropriate equipment for staff ensuring the best use of available technology and software.
- Acting as the process owner for relevant ITIL processes. Ensuring these are fit for purpose, effective, efficient and supportive of service delivery according to customer requirements.

- Enabling effective IT-wide planning, including evaluating resource requirements and priorities, providing a capacity planning strategy and ensuring the IT Service meets Force's needs efficiently and effectively.
- Ensuring that systems are secure and protected from unauthorised access, and that sensitive and confidential material is dealt with professionally.
- Providing reports to an agreed schedule (or on request), including management and account performance.
- Recommending appropriate plans, roles and processes to meet the requirements of the programme's functions. These will be aligned to overall resources.
- Ensuring that the constituent projects and activities are clearly scoped, and that deliverables and milestones are specified and tracked.
- Ensuring service quality and value for money is provided, that Service Level Agreements (SLAs) are achieved and client expectations are met (or exceeded).

The role's performance will be assessed and measured by:

- Continuing performance and availability of all systems.
- Delivering Service Level Agreements within budget, particularly related to critical operational systems.
- Meeting established Key Performance Indicators.
- User satisfaction.
- Delivering new or changed products and services to agreed business requirements and budget.
- Innovation of emerging technologies in shaping operational effectiveness, availability and efficiencies.
- Delivery of efficiencies, savings and business benefits
- Completion of agreed personal and departmental objectives

What is needed to be successful in this role: (Person Specification)

- Educated to degree level (or equivalent qualification or relevant applied experience).
- ITIL Qualified to at least V3 Foundation Level or relevant Project Management Qualification (e.g. Prince 2, APM, PMI)
- Demonstrable experience of delivering complex £multi-million projects on time and on budget
- Ability to present complex technical issues to a non-technical audience
- Demonstrable understanding of project management methodologies
- Demonstrable experience of managing and working with highly technical teams in excess of 20 staff
- Excellent written and verbal communication skills, comfortable at presenting at all levels.
- Previous experience of a technical environment in a supervisory and management capacity.
- Demonstrable experience in the management/coordination of multiple projects with proven budgetary and planning control skills.
- Previous experience of budgetary and financial management
- Range of senior manager behavioural competencies
- Ability to travel within South Yorkshire and Humberside, and throughout the country when appropriate.

Additional Information	
N/A	
Manager Sign Off	Date: