



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Resources
AREA/DEPT: Information Systems
FAU:
SECTION: IS Applications
JOB TITLE:. **IS PROGRAMME CO-ORDINATOR**
REPORTS TO: I.S. Applications Manager
CURRENT RANK/GRADE: **H**
DATE: July 2008

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To define the user requirements of specific IT projects and to consider, propose and specify the project solutions which meet these requirements. To plan, co-ordinate and project manage the implementation of specific IT application projects to the agreed specifications and to defined costs and schedules.

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Define the requirements of nominated projects in a specific applications area to ensure the viability and efficiency of a proposed solution.
- (b) Consider and analyse these requirements with user and IT management and, where applicable, external suppliers, in order to propose the IT solutions, including time scale, cost and possibly alternatives, which will meet the requirements.
- (c) Design and specify agreed solutions to ensure I.T. standard methods are followed efficiently and effectively.
- (d) Quantify the project resources, tasks and activities which will bring about a successful implementation of solutions on-time and within budget.
- (e) Agree schedules with the IS Applications Manager so that sufficient resources will be delivered to projects.

- (f) Co-ordinate, monitor and manage project resources, including external suppliers, to ensure that specifications are being met and that projects stay on-time and within budget.
- (g) Meet regularly with the project clients to report on project status and to ensure that expectations are being met.
- (h) Report to the IS Applications Manager on the status of projects and any necessary changes due to re-specifications, resource short-falls or external factors.
- (i) Manage pilot testing to ensure full compliance with agreed specifications; manage acceptance tests in conjunction with Force users and management; manage the hand over of completed projects to the IT Systems Support Group to the agreed specifications defined costs and schedules.
- (j) Be accountable for all Health and Safety issues, to include risk assessment, pertaining to the postholder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

Qualifications

Formal training in recognised project management techniques and methodologies will be essential requirements of the role, as will the completion of the Information Technology Infrastructure Library (ITIL) Foundation Certificate (as a minimum).

Experience

The role requires the postholder to coordinate multiple complex IT and Business Process projects concurrently. Therefore, the role demands extensive experience of project or programme management, and the use of formal project management techniques and systems to deliver and implement IT Systems within a complex, politically sensitive and constantly changing environment.

Significant project management experience, particularly in the delivery of business change, will be essential to undertake major, and sometimes multiple, programmes of work to implement and revise Force IT applications and organisational processes.

Skills and Abilities

The postholder must have the business analytical skills to understand the requirements of Force applications

General IT systems knowledge, particularly software implementation skills, are necessary so that meaningful solutions can be designed and proposed and the impact on other application systems can be weighed.

Good inter-personal skills will be required to liaise with Force users, to discover their requirements and to convince them of the viability and efficiency of a proposed solution.

Good man-management skills will be necessary to motivate and co-ordinate the activities of project staff and external suppliers who are not direct reports.

Significant project management skills are essential to plan, co-ordinate and manage all resources allocated to projects and attention to detail will be critical in monitoring the on-going status of projects.

Professional reporting and administrative skills are necessary to ensure that Force IT policies and procedures are followed and that IT and user management are continuously and fully appraised of the status of projects.

The postholder will work across groups, departments and with external suppliers and will facilitate multi-discipline meetings therefore a diplomatic, but authoritative, approach will be required.

A strong negotiating manner will be required to manage user requests for change and to ensure that external suppliers meet specification and cost targets.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

4. RELATIONSHIPS:

(a) *Supervisory responsibilities:*

To schedule the detailed activities of all staff allocated to projects. To co-ordinate external suppliers.

(b) *Supervision Received:*

Overall objectives and priorities are set by the IS Applications Manager but the Programme Co-ordinator will be fully responsible for project co-ordination and is free to negotiate changes in specifications or schedules.

Projects will be initiated following Force and IT management agreements to address Force requirements through IT solutions.

(c) *Other Contacts:*

(i) *Within Merseyside Police:*

Working with the IS Applications Manager to plan and monitor projects. Direct liaison with managers of user departments in defining requirements, implementing project-based solutions and reporting on project status. Daily contact with the IT staff allocated to projects.

(ii) *Outside Merseyside Police:*

Regular and planned meetings with suppliers who have been contracted to supply products or services to projects.

5. *CONTEXT:*

(a) *Operating Environment:* (Services provided, work patterns, who are the customers).

The main aspect of the work is to define those Force requirements which are to be addressed by IT solutions and to carry out the detailed project management which will implement those solutions.

The role requires a good awareness of Force operational procedures and an understanding of how IT solutions can be applied to satisfy specific requirements.

(b) *Framework and Boundaries:* (Policies and procedures which affect you and how these can be changed).

To operate only on nominated projects for a specific application area. Free to schedule activities to meet agreed costs and time scales and to co-ordinate internal and external project-based staff.

- (c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

The following people report to the Programme Co-ordinator:-

IT staff specifically allocated to projects (Senior and Systems Analyst, plus I.T. Support or contract staff).

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

The Programme Co-ordinator is responsible for a specific area of Force applications and undertakes only those projects allocated to him / her by the Applications Group Manager

Financial: The post-holder will co-ordinate one or more projects whose value can range from £50,000 to £2m and can last from 4 weeks to 1-2 years.

Staff: The post-holder is responsible for planning and scheduling the activities of project based staff, usually systems analysts, who can number 1 - 10 dependent upon the nature and scale of an individual project.

Other: Many of the IT solutions delivered will be 'packaged' based from external software vendors who specialise in certain areas such as Personnel or Finance. The delivery of these package solutions will have an impact on the role of the Programme Co-ordinator.

The packages are very application specific therefore the Programme Co-ordinator must have a deep understanding of the Force application area being addressed by a particular package. This will ensure that the vendor element of the project is managed with knowledge and authority and that application specifications are fully met by the vendor.

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

Establishing and maintaining the confidence and trust of Force users and management that a project will be delivered on-time and within budget.

Co-ordinating and motivating a cross-department and multi-disciplined team of project staff.

Ensuring that IT Group managers commit resources allocated to projects in agreed time scales.

Managing the priorities of resource allocation, scheduling and user dissatisfaction when unplanned and significant demands impact on project resources.

Ensuring a smooth hand-over of completed projects from Project to Support teams.

8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).