



Networked Fire Services Partnership

JOB DESCRIPTION

Department: NFSP

Job/Role/Post Title: NFSP Project Manager (Control Room alignment)

Location: Based in the most appropriate Service depending on home location, with a commitment to spending time in Partner FRSs on a weekly basis. This is likely to require occasional overnight stays which will be funded by the Partnership.

Grade/Role: Group Manager B or support staff equivalent

Hours:

Hours aligned to post holders grey/green book conditions. The post holder will be expected to work flexibly to deliver the requirements of the role.

Post: Politically Restricted: ~~Yes~~/No
Subject to Enhanced DBS: ~~Yes~~/No
Fixed Term/Secondment: Yes/~~No~~ Initially for 12 months with the potential to extend for a further 12 months.

Responsible to: NFSP Chair of Operational Management Board (OMB) for project management related work. Depending on the successful applicant being an existing employee and whether uniformed or support staff there may be a requirement for home Service Line Management for internal issues i.e. sickness reporting and maintenance of competence (if appropriate). Any courses or qualifications required for this role will be paid for and be divided equally between the NFSP partners.

Responsible For: The delivery of defined projects and priorities through the application of project management skills.
The Project Manager will take total overall responsibility for planning, structuring, leading, performance and executing assigned projects including; the alignment of Control Room functions, ways of working in the control rooms across NFSP and the delivery of the benefits realisation plan.

Key Stakeholders: NFSP Control Room Managers, Control Room Operators, Representative Bodies, Central Team, Strategic Board, Operational Management Board,

Capita, subject matter working groups i.e. Technical Leads, Data Managers, and other stakeholders as required.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES

Section 1: Key Result Area/Overview/Purpose/Reason Why Job Exists

To include managing complex communication requirements for a specific group of stakeholders, many of whom will need significant influence to be fully signed up to the project, as well as managing the delivery of high quality products that are fit for purpose by the partnership. Other priorities will include managing the project's contribution to defined benefits and identifying and managing resources across NFSP to ensure successful delivery.

The Project Manager will have responsibility for ensuring the change resource within the project has the capacity, capability and tools to deliver the expected outputs, outcomes and benefits realisation of the project scope.

Ultimately the Project Manager has responsibility for ensuring the project delivers the benefits it is designed to realise to cost, quality and time and to provide assurances to the Operational Management Board that this will and or has occurred.

To deliver key pieces of work, including business cases and reports and any other related items of work determined by the Chair of the OMB.

Section 2: Responsibilities/Specific Duties/Principle Accountabilities. Dimensions of the Job

1. To support the Operational Management Board in the delivery of key projects relating to NFSP Control Rooms.
2. Deliver the overall project benefits realisation plan, the tracking and delivery of all benefits from the project both during the life of the project and after project closure.
3. The project manager is responsible for successful delivery of the project. The role requires the effective co-ordination of the project and their inter-dependencies, performance and the management and mitigation of risks and other issues that may arise.
4. To influence and guide the Operational Management Board to determine the objectives which will be achieved by the project, including a vision of the outcome of the project and also the impact on services, depts. involved and ensure these are compatible with the overall Partnership objectives.
5. To plan and manage the implementation of designated specific projects and maintain the relationship with the business owners to deliver the project in accordance with the agreed milestones. Identify and recommend the resources (£'s, people and facilities) necessary to achieve this specification and ensure controlled management of progress towards the achievement of the objectives.
6. If required, produce business cases detailing appropriate project team resources to deliver the requirements as specified by OMB, ensure that the skills available are

continuously monitored to meet the planned stages of the project and/or supplemented by additional resources.

7. To ensure 3rd party plans (e.g. contractors, suppliers, Organisational Stakeholders for each Control Room) are incorporated into the designated project phases ensuring the overall direction and timescales are maintained
8. To develop, utilise and maintain comprehensive project documentation using recognised project methodology.
9. To manage reporting requirements through project reports. Identify and secure any short term funding and identify how any necessary longer term funding will be achieved and by whom.
10. To manage, direct and motivate internal project resources, maintaining a good overview of each project activity, identifying, raising and resolving issues encountered in order to ensure the effective delivery of the programme.
11. To be responsible for producing and delivery of communications to stakeholders, in liaison with the Operational Management Board, to ensure that employees and stakeholders at all levels are informed about the scope, impact and progress of the projects.
12. To provide professional advice, progress reports and position statements as required by the Operational Management Board and, as appropriate, directed or presented to the Strategic Management Board.
13. To identify and manage the risks and issues associated with the project and defined activities, ensuring that these are escalated to the Operational Management Board.
14. To manage mitigation actions, where appropriate on behalf of the Operational Management Board.
15. To ensure that current business as usual arrangements are maintained until the transition to the new way of working and that contingency arrangements remain in place until the project has been signed off by the business as usual owners.
16. To liaise with NFSP teams, for example; the Emergency Services Mobile Communications Programme (ESMCP) Project Leads to understand the impact of their work on the Control Rooms and possible project implications.
17. To ensure that the solutions proposed by the project meet the requirements and expectations of Operational Management Board and Strategic Management Board.
18. To ensure that dependencies with other projects are identified, assessed for impact and clear responsibilities are defined.
19. Utilise and maintain adequate project documentation using recognised methodologies.
20. To ensure that the project does not jeopardise FRSs ability to meet its statutory obligations through NFSP.

21. To maintain security and confidentiality of information, whether computer based or otherwise in line with legislation, i.e. Data Protection Act 1998 and The General Data Protection Regulation (GDPR).
22. To perform tasks in a safe manner in accordance with Health and Safety policies and legislation.
23. To ensure that standards of behaviour, appearance and conduct are in compliance with the policies and core values set by FRSs and NFSP.
24. Comply with NFSP Change Control policies and procedures.
25. Develop and present Business Cases for approval through NFSP Governance.
26. Provide support to Central Team in line with defined roles and responsibilities and team practices.
27. Plan, organise and chair appropriate meetings in support of the delivery of the required project outcomes.

The above list is not comprehensive but is intended to provide an indication of the scale of work required.

Section 3: Key Contacts/Communication/Influencing Links

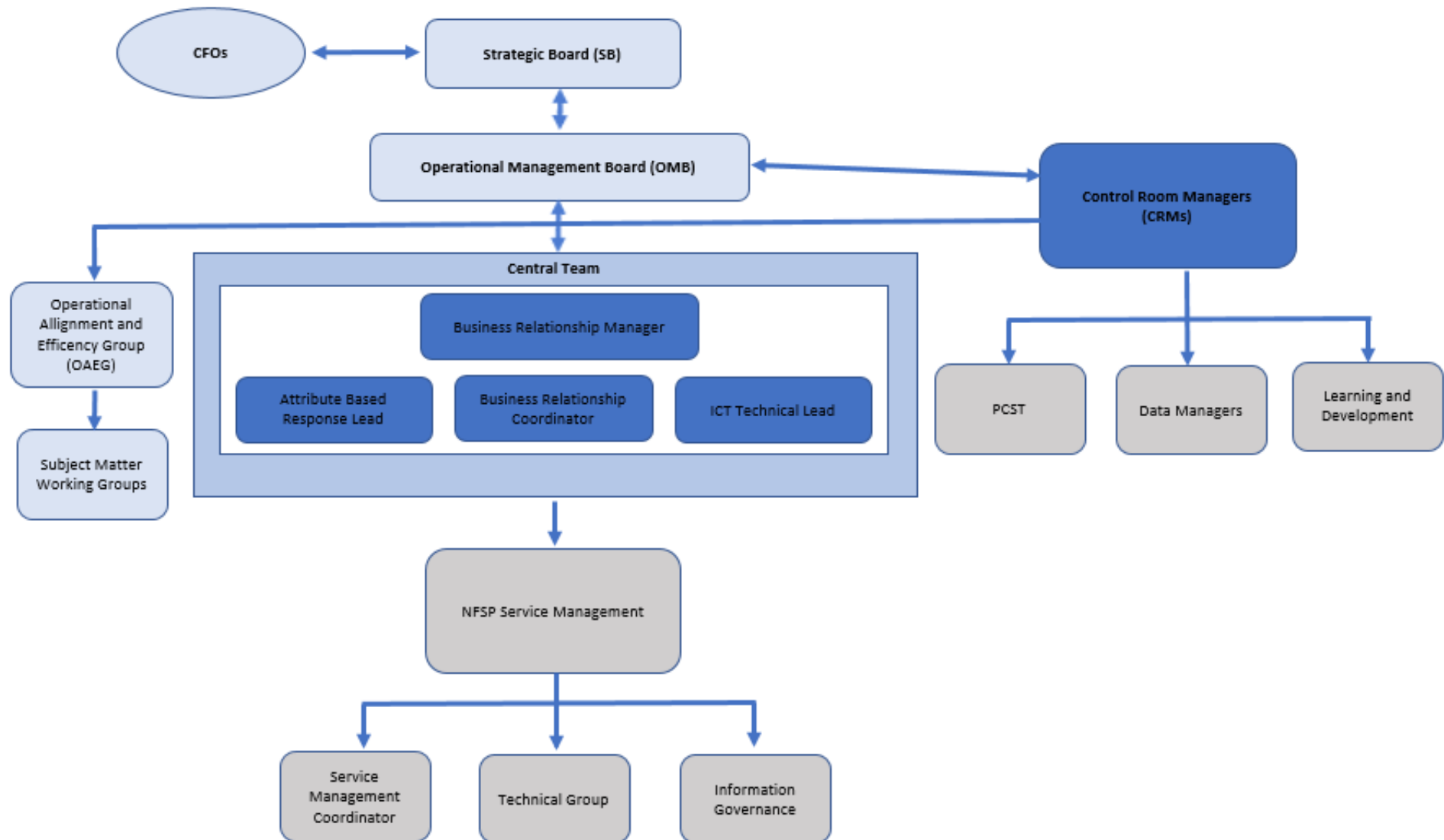
- Regular liaison with: Control Room Managers, Control Room Operators, Representative Bodies, OMB, SB, FRS Technical Leads, BRM, BRC, Partner FRSs, Capita, and other working groups as required.

Section 4: Additional Responsibilities

1. This post requires frequent and extensive travel, particularly within the three Services. Some national travel will also be necessary, which may involve overnight stays.
2. To actively comply with all host Service policies and procedures and statutory legislation to assist in eliminating discrimination and in maintaining a fair, positive and productive working environment, to meet statutory obligations and good employment practice.
3. The Service's Health and Safety Policy and other safety procedures and guidelines are considered part of this job description. All employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. All employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

4. Any other duties commensurate with the grade and level of responsibility of this this post which the post holder has the necessary experience, knowledge and training. The duties and responsibilities may, vary from time to time, subject to, the NFSP's business plan without materially changing either the character or level of responsibility or grade.

Section 5: Organisational Structure



Section 6: Person Specification

NFSP Project Manager (Control Room Alignment)

<i>Key Accountabilities</i>	<i>Experience & Required Competency</i>	<i>Importance (Essential/Desirable)</i>	<i>Assessed By</i>
Key Competencies	Proven ability to manage projects in accordance with the National Occupational Standards for managing projects (SFJCPS9.1).	Essential	Application, interview and test
	Good working knowledge of project management methodologies, e.g. Prince2.	Essential	Application, interview and test
	Good level of written skills; proven ability to produce reports to a range of stakeholders in a straight forward manner.	Essential	Application
	Good verbal communication and presentation skills, including proven ability to influence stakeholder's views.	Essential	Application and interview
	Good level of computer literacy to include MS software packages (Outlook, Word, Excel and PowerPoint) and other project management related software.	Essential	Application and interview
	Good numerical analytical skills.	Essential	Application and interview

	Proven ability to work on own initiative and self-motivated in successfully leading projects.	Essential	Application and interview
	Proven ability to lead and manage a successful team.	Essential	Application and interview
	Proven ability to motivate others; particularly in partnerships where there may be varying levels of motivation and support.	Essential	Application and interview
	Proven ability to respect and maintain confidentiality.	Essential	Application and interview
	Practical application of Change Management principles and practices.	Desirable	Application and interview
	Practical experience of Business Process Management.	Desirable	Application and interview
Work Experience	Proven ability to work on own initiative and self-motivated in successfully leading projects.	Essential	Application and interview
	Proven experience of working through complex problems to a satisfactory conclusion.	Essential	Application
	Proven experience of working within a change management project.	Essential	Application and interview
	Experience of risk assessment and management.	Essential	Application and interview
	Experience of working in a project team within a political environment.	Essential	Application

	Experience of working within partnerships with a range of stakeholders who may have competing needs.	Essential	Application and interview
	Experience of managing budgets.	Desirable	Application and interview
	Working knowledge of the Data Protection Act.	Desirable	Application and interview
	An understanding of equality and diversity in the workplace.	Desirable	Application and interview
	Experience of working in the public sector and preferably within the Fire & Rescue Service.	Desirable	Application and interview
Qualifications/Knowledge	Qualified in project management, i.e. Prince2 Practitioner level or equivalent. Or able to provide evidence of relevant experience as a project manager	Essential	Application, interview and test
	Degree or evidence of degree level ability or equivalent of 5 years' experience	Desirable	Application and interview
	Willingness to acquire/maintain all qualifications and certificates as required by Service.	Essential	Application and interview
Personal Qualities and Attributes	Ability to cope with ambiguity with a range of stakeholders.	Essential	Application and interview
	Strong interpersonal skills.	Essential	Application and interview
	Professional in conduct.	Essential	Application and interview

	Good Leadership skills.	Essential	Application and interview
	Self-motivated with keen drive to achieve successful outcomes.	Essential	Application and interview
	Collaborative approach with strong stakeholder ethic.	Essential	Application and interview
	Proven ability of working effectively and efficiently both as an individual and as a member of a busy team	Essential	Application and interview
	Good level organisational skills with the ability to deal with competing priorities.	Essential	Application and interview
	Effective Time Management Skills.	Essential	Application and interview
	Good negotiating and influencing skills.	Essential	Application and interview
	Commitment to continuous improvement in relation to self and management of a wider team.	Essential	Application and interview
	Current clean driving licence; willingness to travel/work throughout NFSP FRSs and, if required, beyond these boundaries - Post holder will be required to pass a driving assessment.	Essential	Application and interview