



Professional Role Profile

Role: Change Delivery Lead (1-year Fixed Term Appointment with option to extend)
Department: Royal Gibraltar Police
Responsible to: Assistant Commissioner

JOB PROFILE

To support the Commissioner of Police and Senior Leadership Team in shaping and delivering strategic organisational change, by providing change leadership and organisational coordination to ensure that strategic priorities are translated into clear, deliverable programmes of work. The role acts as a link between senior leadership, operational policing, and enabling corporate functions, providing professional change and project delivery capability within the Royal Gibraltar Police to support modernisation, organisational effectiveness, and long-term sustainability.

Key Accountabilities - (This section details the key responsibilities required of the role)

Strategic Support for Business Planning and Delivery

- Work with senior leadership on business planning, organisational performance and strategic risk to translate strategic priorities into clear projects, roadmaps, objectives and measurable outcomes.
- Work with project sponsors, senior leaders and stakeholders to clarify objectives, define deliverables and establish realistic implementation approaches and timelines.
- Establish and maintain change and project delivery governance structures with clear reporting, oversight, and decision-making processes.
- Maintain and coordinate the organisational project portfolio, ensuring all change activity is captured, prioritised, and tracked for effective delivery.
- Drive the delivery of projects within the organisational portfolio, monitoring progress, risks and benefits and providing regular status updates to senior leadership.
- Work closely with business analyst and operational leads on process mapping, consultation sessions with officers, staff, and external stakeholders, to provide options appraisal and delivery design.
- Develop, where required, business cases to support implementation plans, including cost and benefit analysis.

Organisational Change Delivery

- Work collaboratively across operational policing, support services, ICT and suppliers to coordinate the successful delivery of change into the organisation.
- Map and manage both internal and external stakeholders effectively to support delivery ensuring appropriate change and communication interventions.
- Document and manage an organisational change and communications plan to underpin the delivery of change initiatives.
- Support change adoption through communication, engagement and training activities to help departments prepare for implementation, embed new processes and monitor the impact of change.



Portfolio Project Delivery

- Manage projects from initiation through to closure, ensuring agreed objectives, scope, timescales, resources, risks and benefits are clearly defined and controlled.
 - Develop and maintain project documentation including plans, milestones, governance papers, risk and issue logs, action trackers and progress reports.
 - Coordinate project activity across operational and business areas, ensuring dependencies, interfaces and impacts are identified and managed effectively.
 - Monitor project progress, performance and risks, taking timely action to escalate issues, recommend solutions and maintain delivery momentum.
 - Support procurement, implementation, testing, training, communication, and transition activity associated with project delivery as required.
 - Facilitate meetings, workshops and governance forums, ensuring actions, decisions and responsibilities are clearly recorded and followed through.
 - Prepare clear briefings, reports, presentations and recommendations for project boards, senior leaders and other stakeholders.
 - Promote stakeholder engagement, collaboration and effective communication throughout the project lifecycle.
 - Ensure projects are delivered in line with governance requirements, organisational policy, information management standards and relevant legislation.
 - Track expected benefits, outcomes and implementation milestones, supporting post-implementation review and lessons learned activity.
 - Maintain awareness of recognised project management methodologies and good practice, applying proportionate controls appropriate to the size and complexity of each project.
 - Undertake any other duties commensurate with the grade of the post as may reasonably be required.
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All RGP staff are expected to understand and act within Our Code of Ethics and Competency and Values Framework (CVF).



COMPETENCY AND VALUES FRAMEWORK (CVF)



The CVF aims to support all policing professionals and sets out recognised behaviours and values which provide a consistent foundation for a range of processes. This framework ensures that there are clear expectations of everyone working in policing which in turn will lead to standards being raised for the benefit and safety of the public.

The CVF has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice. The table below highlights the levels for this role.

[Click here to access the Competency and Values Framework \(CVF\) document.](#)

Resolute, compassionate and committed	
We are emotionally aware Level 2	We take ownership Level 2
Inclusive, enabling and visionary leadership	
We are collaborative Level 2	We deliver, support and inspire Level 2
Intelligent, creative and informed policing	
We analyse critically Level 2	We are innovative and open-minded Level 2



Qualifications, Experience and Skills

PERSON SPECIFICATION – CHANGE DELIVERY LEAD		
CRITERIA	ESSENTIAL	DESIRABLE
Qualifications:	<ul style="list-style-type: none"> • Relevant qualification or equivalent significant practical experience in business change delivery, project management, public administration or related discipline. • Knowledge of recognised project management methodology. 	<ul style="list-style-type: none"> • PRINCE2 Practitioner, Agile project qualification or other recognised project/programme management certification.
Experience:	<ul style="list-style-type: none"> • Demonstrable experience of planning, coordinating and delivering projects or structured change activity. • Experience of managing project documentation, risks, actions, milestones and reporting. • Experience of working with a range of stakeholders to achieve delivery in complex organisational environments. • Experience of producing briefings, reports and presentations for management or governance purposes. 	<ul style="list-style-type: none"> • Experience within policing, government, emergency services, ICT, transformation or another complex public service environment. • Experience of managing technology, business improvement or organisational change projects.
Knowledge:	<ul style="list-style-type: none"> • Good understanding of project management disciplines including planning, risk, issue, dependency, governance and benefits management. • Understanding of change management, stakeholder engagement and implementation planning. • Awareness of governance, confidentiality, data protection and organisational compliance requirements. • Good understanding of Microsoft Office and digital tools such as MS Project used to manage and report project activity. 	<ul style="list-style-type: none"> • Knowledge of public sector governance, procurement or policing organisational structures.
Key Skills and Behaviours:	<ul style="list-style-type: none"> • Strong organisational and coordination skills. • Strong analytical and problem-solving ability. • Excellent written and verbal communication skills. • Able to influence and work effectively with stakeholders at different levels. • Able to manage competing priorities and maintain focus on delivery. • Able to work independently, exercise judgement and adapt to changing circumstances. 	<ul style="list-style-type: none"> • Experience of using project management software, dashboards or reporting tools.
Other requirements:	<ul style="list-style-type: none"> • Able to maintain the required vetting level and attend meetings or project activity across operational and corporate areas as required. 	



Required Vetting Level:

Recruitment Vetting (RV)

Recruitment Vetting (RV) is required for this role, due to the postholder's access to police premises, systems, business information and project documentation relating to organisational change and operational support.



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