

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Senior Lead - Business Objects Developer	Current Grade:	TBD
Department:	Technology	Area:	Force Headquarters
Reports To:	Application and Development Manager	No of Posts:	1
Level of vetting:	MV	Post Number(s):	TBD

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

Manage and participate in the delivery of specific business intelligence reporting solutions to enable Smart Service to meet strategic objectives and client reporting requirements.

Implementing and managing BI and Data technologies including ETL Technology, SAP Business Objects and other BI leading industry platforms. Communicate effectively with team members, the senior management teams, steering groups and other stakeholders, translating technological ideas and terms into business terminology to promote business confidence and buy-in.

The design, creation, testing and documenting of new and amended programs from supplied specifications in accordance with agreed standards.

C. DIMENSIONS OF THE POST: *The key statistics associated with the post*

Financial – Direct or Non-Direct

Direct - None

Non-Direct - Finance of under £150k

Staff Responsibilities – Direct or Non-Direct

Direct: None

Non-Direct: Responsible for the allocation of work and mentoring of junior reports developers

Any Other Statistical Data

The role is responsible for designing, and managing a range of Business Objects Universes (there are currently more than 100 of these) and the 950+ bespoke management information reports for senior officers and managers, and external partners. There are currently over 1,200 defined customers for this service.

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Skills Framework for the Information Age

The Skills Framework for the Information Age (SFIA) provides a common reference model for the identification of the skills needed to develop effective Information Systems (IS) making use of Information Communications Technologies (ICT).

Strategy and architecture								
Information strategy	0	1	2	3	4	5	6	7
Information analysis								
Advice and guidance	0	1	2	3	4	5	6	7
Technical specialism								
Solution development and implementation								
Systems development	0	1	2	3	4	5	6	7
Data analysis								
Programming/software development								
Testing								
Procurement and management support								
Supply management	0	1	2	3	4	5	6	7
Supplier relationship management								

Strategy and architecture

Information strategy

Information analysis - Level 4: Enable:

- Assesses the integrity of data from various sources (including, for example, from sensors and measurement systems).
- Applies a variety of analytical and presentational techniques, in consultation with experts if appropriate, and with sensitivity to the limitations of the techniques.

Advice and guidance

Technical specialism - Level 5: Ensure, advise:

- Maintains an in-depth knowledge of specific technical specialisms, and provides expert advice regarding their application.
- Can supervise specialist technical consultancy.
- The specialism can be any aspect of information or communication technology, technique, method, product or application area.

Solution development and implementation

Systems development

Data analysis - Level 4: Enable:

- Investigates corporate data requirements, and applies data analysis, data modelling and quality assurance techniques, to establish, modify or maintain data structures and their associated components (entity descriptions, relationship descriptions, attribute definitions).
- Provides advice and guidance to database designers and others using the data structures and associated components.

Programming/software development - Level 5: Ensure, advise:

- Sets local or team-based standards for programming tools and techniques, advises on their application and ensures compliance.
- Takes technical responsibility for all stages in the software development process.
- Prepares project and quality plans and advises systems development teams.
- Assigns work packages to technical staff, monitors performance and reports progress.
- Provides advice, guidance and assistance to less experienced colleagues as required.

Testing - Level 5: Ensure, advise:

- Coordinates and manages planning of the system and/or acceptance tests within a development or integration project or programme.
- Takes responsibility for integrity of testing and acceptance activities and coordinates the execution of these activities.
- Provides authoritative advice and guidance on any aspect of test planning and execution.
- Defines and communicates the test strategy for the project.
- Manages all test processes, including test plans, resources, costs, timescales, test deliverables and traceability.
- Manages client relationships with respect to testing matters.
- Identifies process improvements, and contributes to corporate testing standards and definition of best practice.

Procurement and management support

Supply management

Supplier relationship management - Level 4: Enable:

- Collects performance data and investigates problems.
- Monitors and reports on supplier performance, customer satisfaction, and market intelligence.
- Resolves or escalates problems.
- Implements supplier service improvement actions and programmes.
- Monitors performance.

E. LEVELS OF RESPONSIBILITY: *This is a SFIA Level 5 Role*

- Autonomy - Works under broad direction. Work is often self-initiated. Is fully accountable for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the delegation of responsibilities.
- Influence - Influences organisation, customers, suppliers, partners and peers on the contribution of

own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments.

- Complexity - Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.
- Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity and innovation in applying solutions for the benefit of the customer/stakeholder. Takes account of relevant legislation.

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

Frequent contact with customers and colleagues: Close contact with key business customers including, FHQ, all BTP Divisions, Senior Management Teams and BTPA. The post holder will be required to liaise regularly with users to ensure that software is performing and functioning to the standards laid out in the reports specification.

External

Frequent contact with 3rd party suppliers and engineers. The post holder will be required to liaise regularly with suppliers to ensure that systems are functioning to the standards agreed with the organisation. Regular communications with the Train Operating Companies and the Home Office.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Qualifications and Training:

Educated to degree level or equivalent experience

Accredited to ITIL Foundation Level or higher

Experience:

Extensive experience of working with a BI reporting tool, preferably Business Objects, and use of associated programming tools including scripting, XML, TSQL/PLSQL. Some experience of Perl would be advantageous. Extensive experience of supporting a BI reporting environment, including testing, migration and system support as required. Good experience of manipulating complex data sets within a data warehouse environment. Good experience of developing and managing customer relationships. Some experience of working in a team

environment and having the confidence to contribute positively within a team environment.

Strong grounding in Data Architecture

Experience in Universe design, review and validation, to maximise efficiency.

Experience and ability to influence the direction of the BI roadmap.

Extensive experience in implementing and managing BI and Data technologies including ETL Technology, SAP Business Objects and other BI leading industry platforms.

Knowledge:

Extensive knowledge of data warehousing tools and techniques

Skills:

BTP Framework

Business	0	1	2	3	4
Accountability				☐	
Customer Service				☐	
Decision Making				☐	
Effective Communications				☐	
Influencing Others				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Negotiating				☐	
Teamworking				☐	
Technical	0	1	2	3	4
Business Intelligence Architecture				☐	
Business Objects (Version 11 or higher)					☐
MS Windows Server 2003/2008				☐	
Networking concepts (incl. security, firewalls and TCP/IP)			☐		
Oracle Data Base Administration (v9, 10 and 11)				☐	
PL SQL				☐	
Preparation of Technical Documentation				☐	
SQL Management Studio			☐		

Business

Accountability - Level 3: Extensive Experience

- Provides feedback on individual and team performance.
- Establishes with others criteria on which success will be measured.
- Focuses and guides others in achieving business results.
- Communicates the parameters of delegated responsibility and decision-making authority within the team.

Customer Service - Level 3: Extensive Experience

- Explores and addresses the unidentified, underlying and long-term customer needs.
- Enhances customer service delivery systems and processes.
- Anticipates customers upcoming needs and concerns.
- Advocates on behalf of customers to more senior management, identifying approaches that meet customers needs as well as those of the organisation.

Decision Making - Level 3: Extensive Experience

- Considers the costs, benefits, risks, and chances for success, when making a decision.
- Seeks information about alternatives and chooses an option that meets a goal, solves a problem or avoids a risk.
- Approaches a complex task or problem by breaking it down into parts and considers each part in detail.
- Applies guidelines and procedures that leave considerable room for discretion and interpretation.
- Makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information.
- As needed, involves the right people in the decision making process.
- Balances competing priorities in reaching decisions.

Effective Communications - Level 3: Extensive Experience

- Tailors communication (e.g. content, style and medium) to diverse audiences.
- Utilises skill in presenting information, analysis, ideas and positions in a clear, succinct, accurate, convincing manner, as is appropriate with the audience.
- Reads cues from diverse listeners to assess when and how to change planned communication approach to effectively deliver message.
- Communicates equally effectively with all organisational levels.
- Understands others complex or underlying needs, motivations, emotions or concerns and communicates effectively despite the sensitivity of the situation.

Influencing Others - Level 3: Extensive Experience

- Builds on successful organisational initiatives to gain support for ideas.
- Anticipates and builds on others reactions to keep momentum and support for an approach.
- Makes multiple, tailored efforts to persuade (e.g. one-to-one and group discussions, presentations, demonstrations).
- Builds behind the scenes support for initiatives.

Initiative - Level 3: Extensive Experience

- Maintains a level of energy and work activity to achieve goals.
- Actively seeks and identifies opportunities to contribute to and achieve goals.
- Suggests ways to achieve better results or add value beyond the current situation.
- Perseveres in seeking opportunities to advance organisational objectives in the near term.

- Identifies and acts on opportunities to improve organisational processes or outcomes.

Interpersonal Relationships - Level 3: Extensive Experience

- Diffuses confrontational situations; treats others with respect, patience, and consideration.
- Notices and accurately interprets what others are feeling, based on their word choices, voice tones, facial expressions and other nonverbal behaviour.
- Discusses subjects in a constructive manner, with all levels of staff.
- Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways.

Negotiating - Level 3: Extensive Experience

- Creates an open and constructive environment for negotiation and assures all parties that a fair solution will be attained.
- Persuades others to review their demands and change their original positions.
- Negotiates mutually acceptable agreements with all parties involved.
- Expresses ideas/solutions in an appropriate manner to overcome resistance, complaints and frustration from others.

Teamworking - Level 3: Extensive Experience

- Listens to constructive feedback and incorporates suggestions to achieve collective objectives.
- Makes outstanding efforts to help other team members.
- Fosters team spirit.
- Ensures that all group members have an opportunity to contribute to group discussions.
- Helps build consensus among team members.

Technical

Business Intelligence Architecture - Level 3: Extensive Experience

Business Objects (Version 11 or higher) - Level 4: Subject matter depth and breadth

MS Windows Server 2003/2008 - Level 3: Extensive Experience

Networking concepts (incl. security, firewalls and TCP/IP) - Level 2: Working Experience

Oracle Data Base Administration (v9, 10 and 11) - Level 3: Extensive Experience

PL SQL - Level 3: Extensive Experience

Preparation of Technical Documentation - Level 3: Extensive Experience

SQL Management Studio - Level 2: Working Experience

H. AUTHORISATION DETAILS:

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Evaluation Panel:	Emma Norman	Date:	

Appendix: Legend



High priority



Normal priority



Low priority