# 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: | Incident & Problem Manager | Current Grade: | B004 |
| Department: | Technology | Area: | Force Headquarters |
| Reports To: | Portfolio Engagement and Service Dealivery Manager | No of Posts: | 1 |
| Level of vetting: | MV | Post Number(s): | TBC |

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

The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.

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

**Financial – Direct or Non-Direct**

Direct: None

Indirect: Responsibility for ensuring Incidents and Problems are resolved as quickly as possible and do not reoccur, all down time has financial implications.

**Staff Responsibilities – Direct or Non-Direct**

Direct: None

Indirect: Responsibility for ensuring various teams within IT complete due diligence with regards to Incidents and Problems.

**Any Other Statistical Data**

None

## 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).*

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| Business change | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Relationship management | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Stakeholder relationship management | | | | | ☐ | | | | |
| **Service management** | | | | | | | | | |
| Service design | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Service level management | | | | | | ☐ | | | |
| Service operation | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Problem management | | | | | | ☐ | | | |
| Service desk and incident management | | | | | ☐ | | | | |

# Business change

## Relationship management

### Stakeholder relationship management - Level 4: Enable:

- Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.
- Implements a communications strategy, including, for example; handling of complaints; problems and issues; managing resolutions; corrective actions and lessons learned; collection and dissemination of relevant information appropriately.

# Service management

## Service design

### Service level management - Level 5: Ensure, advise:

- Ensures that service delivery meets agreed service levels.
- Creates and maintains a catalogue of available services.
- In consultation with the customer negotiates service level requirements and agrees service levels.
- Diagnoses service delivery problems and initiates actions to maintain or improve levels of service.
- Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.

## Service operation

### Problem management - Level 5: Ensure, advise:

- Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
- Ensures that such problems are fully documented within the relevant reporting system(s).
- Coordinates the implementation of agreed remedies and preventative measures.
- Analyses patterns and trends.

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**Service desk and incident management - Level 4: Enable:**

- Ensures that incidents and requests are handled according to agreed procedures.
- Ensures that documentation of the supported components is available and in an appropriate form for those providing support.
- Creates and maintains support documentation.

**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**
Contact with officers and staff at all levels

**External**
Cobnact with third party suppliers and contractors

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

Professional qualifications or significant business experience in IT Service Management, for example ITIL qualification.

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Educated to degree level or equivalent experience
Accredited to ITIL Foundation Level or higher

**Experience:**

Extensive experience of managing Incidents and Problems in an ITIL environment, running structured processes with well defined documentation sets. Good experience of developing and managing customer relationships. Experience of proactive Problem detection. . Experience of using various techniques to identify the root cause of problems such as Kepner-Tregoe, Ishikawa and Pain Value Analysis.

**Knowledge:**

Good knowledge of ITIL IT Service Management methodology or equivalent discipline

**Skills:**

## BTP Framework

| Business | 0 | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|
| Accountability | | | | ☐ | |
| Customer Service | | | | ☐ | |
| Decision Making | | | | ☐ | |
| Effective Communications | | | | ☐ | |
| Influencing Others | | | | ☐ | |
| Initiative | | | | ☐ | |
| Negotiating | | | | ☐ | |
| Planning and Organising | | | | ☐ | |
| Problem Solving | | | | ☐ | |
| Teamworking | | | | ☐ | |
| **Technical** | **0** | **1** | **2** | **3** | **4** |
| MS Office Suite 2003 and 2010 | | | ☐ | | |
| MS Project 2003/2010 | | | ☐ | | |
| Preparation of Technical Documentation | | | ☐ | | |
| Time and Task Management | | | | ☐ | |

### Business

#### Accountability - Level 3: Extensive Experience
- Provides feedback on individual and team performance.

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- 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.

**Negotiating - Level 3: Extensive Experience**

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- 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 over come resistance, complaints and frustration from others.

### Planning and Organising - Level 3: Extensive Experience
- Identifies varied resources needed (e.g. different types of expenditures; different skill mixes).
- Produces realistic and achievable work plans.
- Develops back-up plans to handle potential obstacles.
- Breaks activities into smaller components to facilitate completion.
- Renegotiates commitments or deadlines as circumstances dictate, ensuring no surprises at the expected completion.
- Evaluates the extent to which objectives have been achieved.

### Problem Solving - Level 3: Extensive Experience
- Identifies optimal solutions based on weighing the advantages and disadvantages of alternative approaches.
- After implementation, evaluates the effectiveness and efficiency of solutions.
- Coordinates with others within his/her network, subject-matter experts and /or additional senior staff to interpret administrative policies, offer advice and solve related problems.
- Identifies alternate solutions, considering applicable precedents.

### 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

### MS Office Suite 2003 and 2010 - Level 2: Working Experience

### MS Project 2003/2010 - Level 2: Working Experience

### Preparation of Technical Documentation - Level 2: Working Experience

### Time and Task Management - Level 3: Extensive Experience

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**H.    AUTHORISATION DETAILS:**

Prepared By:            Caroline Sparks              Date:

Area Commander /FHQ HoD:                            Date:

Evaluation Panel:                                   Date:

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# Appendix: Legend

☐ High priority

☐ Normal priority

☐ Low priority

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