

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:	Origin Business Support Officer	Current Grade:	
Department:	Capability & Resources	Area:	Birmingham
Reports To:	Origin Application and HR Information/Data Manager	No of Posts:	2
Level of vetting:	BV	Post Number:	

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

The post holder will act as first line support to users, line managers and all employees using the system, providing specialist advice and guidance regarding the functionality and capability of Origin. The post holder will liaise with in-Force and external service provider helpdesks, logging, investigating/analysing and resolving any related issues (escalating where required). This will be performed in order to address end user issues, and to ensure that the system runs efficiently and effectively.

The post holder will provide an effective maintenance, development and system support service to the Force and all HR Information System users involving first line system support to all users of the ORIGIN ERP suite, including Police Personal (PP), Duty Management System (DMS), eDuty Book, eSickness, Workflow (WF), Discoverer Reporting and Self Service (SS), and where relevant other systems of the business. The post holder will also support any further modules of the Origin ERP suite utilised by BTP in future.

Assisting the second line support function (Senior Applications Support Analyst), MI Team & IT and the wider HR departments) with development, implementations, upgrades, maintenance of the database, to ensure that a collective, customer focused and efficient support service is provided in line with Governance, security and integrity guidelines.

The post holder will also provide training to the professional users of the system, and where needed, support the wider system usage by creating training materials for reference.

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

Financial – Direct or Non-Direct

None.

Staff Responsibilities – Direct or Non-Direct

None.

Any Other Statistical Data

- Support the whole Force as users of the system (Self Service) >5000 users
- Support approx 250 professional users of the system
- Provide training to all (250) professional users of the system after each upgrade or every 12 months, whichever is sooner
- Provide training to new starters in professional user roles

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

Provide a support service and respond to all received calls, incoming queries or complaints, investigating/analysing all related issues to the Origin ERP suite (Police Personnel, Duty Management System, Training & Administration System, Self Service, eDuty Book, eSickness, Workflow and Discoverer reporting tool) in line with all required BTP and governance service standards, procedures and statutory requirements.

Maintain customer and colleague relationships (internally and externally) on a continuous basis to maximise the effectiveness of BTP & BTP HR ensuring the good reputation of both.

Undertake systems maintenance duties to ensure that data flows between modules and that the system runs efficiently and effectively. Investigate any workflow errors that arise using SQL knowledge and tools, and ensuring that the root cause is identified and that errors are resolved in a timely manner.

Liaise with BTP Second Line Support (Senior Applications Support Analyst) to enable resolution of faults in a timely manner.

Liaise with Capita Support where escalation is necessary, to enable resolution of faults in a timely manner.

Update value lists within the Origin ERP suite, including creation of new Organisations in liaison with the HR Information & Data Analysts.

Create new user accesses and monitor/cancel access in line with BTP/HR access level requirements.

Ensure that all duties and responsibilities are undertaken with regard to the integrity and security of the system and data.

Conduct regular maintenance checks and dip sample data with re-training where required, ensuring continuity and accuracy of the Origin ERP suite.

Control user access and security through the management of full system.

Design and deliver training for new professional users of the system, as per BTP/HR regulations. Transfer knowledge and understanding to enable professional users to carry out procedures that may impact on Force-wide data.

Design and deliver refresher training for existing users of the system, including providing update briefings to users when upgrades to the system occur. These responsibilities will mean that all professional users of the system are trained every 12 months.

Ensure that all guidance notes and training materials are maintained and fit for purpose in line with any system upgrades and enhancements to reflect Force policies and best practice.

Use and contribute to improving procedures to ensure accurate output from all modules of the Origin ERP suite. This will involve dip sampling and analysing inputted data on a quarterly basis feeding back results to relevant departmental line managers. It may also entail working with the HR Information and Data Analysts.

During the course of day to day delivery, monitor the effectiveness of relevant team systems, processes and procedures, periodically identifying problems and potentials solutions to improve them so that issues are brought to the attention of management and effectiveness is maximised.

Communicate effectively and liaise pro-actively with all other system and departmental teams within BTP to develop and implement consistency of best practice across the Force.

Liaise, consult and attend regular meetings representing both the Force and department at internal & external working parties such as DMS User Group, Special interest group (SIG), project development meetings and external meetings with Capita and other Home Office Forces.

Configure and test changes to the relevant system modules, supporting in the implementation of system growth as required, this will include testing new versions and assisting with the transition from the test system to the live environment. Taking on temporary responsibility for second line support in periods of sustained absence.

As directed by the Origin Application and HR Information/Data Manager provide technical testing support to projects to ensure their successful delivery.

Undertake maintenance and test activities, and contribute to the continuous development of the system, incorporating national and local developments.

As directed by the Origin Application and HR Information/Data Manager, maintain up to date and complete records and information as required by BTP HR so that HR management can be delivered effectively and regulatory compliance is achieved.

Work with BTP HR colleagues to maintain knowledge of best practice and developments in the Origin ERP suite.

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Recommending development of self as appropriate, so that up to date skills, and approaches can be made available to BTP to maximise its performance. Evaluate own development needs and skill requirements to enhance performance.

E. DECISION MAKING:

Make decisions

Decide when to escalate reports of problems to both second line support and external supplier, in line with ITIL guidance.

Communicate with the Technology Service Desk regarding system issues and notification of users around unexpected downtime.

Significant say in decisions

Provide advice on business processes that may impact the system and the data held on the system.

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

Internal

Provide support to all levels of the organisation, for any aspect of usage of the Origin ERP suite.

Good working relationships with the HR community, and stakeholders from across the business.

External

External supplier – both second line support, functional and technical consultants and product managers.

Other Home Office Forces that use the Origin ERP suite.

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

Essential Criteria:

Qualifications and Training:

GCSE / O Level (or equivalent) qualification in numeracy and literacy or equivalent experience.

ITIL Foundation certificate

Presentation Skills course

Train the Trainer course

SQL training or formal qualification

Web and graphical knowledge or training, particularly around Oracle portal

Experience:

Demonstrable experience of effectively operating a business database.

Demonstrable experience of having worked in a large organisation, with multi-disciplinary teams.

Demonstrable experience of a large database, including providing first line support to users.

Demonstrable experience of effective relationship management of colleagues and customers (internal and external to the organisation).

Skills:

Strong IT skills with knowledge of the relevant IT systems.

Strong attention to detail.

Ability to work using own initiative – excellent personal organisation.

Ability to work unsupervised, prioritise and remain calm, generating high quality work whilst under pressure to deliver against tight timescales.

Excellent written, verbal and interpersonal skills including tact and discretion.

Ability to relate impact of own role to wider organisational and departmental plans.

Strong customer service orientation.

Effective team worker with the ability to adopt a collaborative approach.

Ability to effectively resolve work related issues.

Ability to challenge and achieve a positive outcome.

Achievement orientation with a drive to deliver.

Gather information from a range of sources to understand situations ensuring it is reliable and accurate.

Analyses the information to identify important issues and problems. Identifies risks and considers alternative courses of action to make relevant decisions.

Knowledge:

Awareness of the Policing environment and familiarity with how a 24/7 organisations works.

Awareness of the workings of a HR department and familiarity with its overall services.

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Desired Criteria:

Qualifications and Training:

Customer service qualification
ISEB Certificate in software testing

Experience:

Experience of relational databases, preferably Oracle HR.
Experience of using reporting tools to generate management information, preferably Oracle Discoverer.
Previous experience working in the police service, or other 24/7 organisation.
Previous experience working in a shared service environment.

Skills:

Able to research, analyse and interpret information.
Proven experience of training and supporting users of an IT based system and the ability to explain technical ideas and concepts to a non technical audience.

Knowledge:

Knowledge of relevant BTP processes and procedures.
Knowledge of software testing and methodologies.

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

Customer base support is required nationally and some areas may require different support to other areas and travel will be required at times throughout England, Wales and Scotland.
Project work is required and may result in occasional working outside normal hours.
Travel to supplier sites for workshops and testing may also be required.

I. AUTHORISATION DETAILS

Prepared By:	Date:
Area Commander /FHQ	
HoD:	Date:
Evaluation Panel:	Date:

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