BRITISH TRANSPORT POLICE

JOB DESCRIPTION   APPENDIX C

A. POST DETAILS:

Job Title:	Digital Support Specialist	Current Grade:	TBC
Department:	Digital Policing	Area:	FHQ
Reports To:	Digital Business Analyst	No of Posts:	3
Level of vetting:	BV	Post Number:	

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

1. The post holder will provide specialist advice and guidance regarding the functionality and capability of the Force's critical Digital Policing systems; namely but not restricted to ControlWorks, Niche Custody, Niche Crime & Intelligence, iPatrol and NICE Investigate.
2. The post holder is responsible for the day to day system management of the Force's critical Digital Policing systems, software upgrades and user acceptance testing activities.
3. The post holder will work with the Digital Policing colleagues, Divisional/Departmental leads and external stakeholders, partners and suppliers to ensure the Force's business needs are met; proactively resolving issues requiring their expert support.
4. The post holder will be required to possess full working knowledge of the Force's critical Digital Policing systems in order to support Force users and other specialists within the Digital Policing Department.

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

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

Direct – 5 x A006 Digital Policing Business Support, 5 x Digital Policing Systems Administrator

Non-Direct – Provide support and specialist assistance to approximately 5,000 users of the Force's critical Digital Policing systems and staff seconded to the Department

Any Other Statistical Data

None

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

Specialist knowledge and advice
- Sustain specialist knowledge of the Force's critical Digital Policing systems; providing comprehensive advice regarding their application and development within the wider context of digital policing systems.
- Provide a support service, resolving problems and respond to queries and feedback from a range of internal and external stakeholders.
- Communicate effectively and liaise pro-actively with all other core operational system teams within BTP to develop and implement consistency of best practice across the Force.
- Update Learning and Development trainers of any changes to ensure that training materials are relevant and future training incorporates new system functionality; ensuring user training and support is appropriate and fit for purpose. Where necessary, prepare/customise learning activities and deliver to a variety of audiences.
- Liaise, consult and attend regular meetings representing both the Force and department at internal and external working parties and represent BTP at national level in relevant Digital Policing Programmes.

System maintenance and testing
- Oversee the day-to-day security and integrity of the Force's critical Digital Policing systems, managing user accounts and access requests according to the agreed policy and standards.
- Maintain awareness of security policies and procedures to ensure our solution fulfils all security requirements and document sets are up to date.
- Responsible for system acceptance testing when new versions of the core digital systems are taken. This includes understanding the release notes from the supplier and testing new and existing functionality within the system to ensure effective working.
- Register faults identified and resolve with suppliers in line with deadlines.
- On completion of testing, organise and facilitate user acceptance testing; collating and reporting on the results as required.
- Provide a helpdesk function for system users following releases to live environment; ensuring all guidance notes are maintained and appropriate in line with system upgrades and enhancements.

Supplier management
- Manage the relationship with the core Digital Policing system supplier; leading on the planning, implementation, control, review and audit of service provision to ensure customer business requirements are met. This includes negotiation, implementation and monitoring of service level agreements and performance to proactively improve service delivery.
- Escalate problems for resolution and implement supplier service improvement actions and programs which will include agreed remedies and future preventative actions.
- Produce and deliver reports on the supplier's performance, customer satisfaction, and wider market intelligence.

Team management
- Allocate work to staff taking into account current work levels, experience, complexity and prioritization; monitor/assess work load, reprioritising and redistributing work as necessary to effectively manage the team work levels and welfare.
- Ensure team's performance and work levels by way of monthly audits with feedback to ensure continued learning and development. Collate and assess management information for the purpose of performance data.
- Provide effective team management including but not limited to RightTrack process, sickness absence management, time management, maternity liaison, occupational health referrals, health and safety assessments and performance.
- Manage induction/training of new starters, identify training/development needs of existing staff, and provide guidance and refresher training were necessary.

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E. DECISION MAKING:

Make decisions

Prioritising own workload.

Significant say in decisions

Make recommendations for business improvements when necessary.

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

purpose

Internal

All operational officers and police staff users of the Core Digital Policing System (ControlWorks, Niche Custody, Niche Crime & Intelligence, iPatrol and NICE Investigate).

Divisions and Departments across the force, including but not restricted to: Force Control Rooms & Contact Centre, Justice Department, CCTV Department etc.

External

Core Digital Policing system suppliers, visiting contractors, HO Force colleagues, national policing programme representatives.

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

Qualifications and Training:
- A level/Diploma level or equivalent in English Language and/or Mathematics.

Experience:
- Proven experience of core Digital Policing systems: ControlWorks, Niche Custody, Niche Crime & Intelligence, iPatrol and NICE Investigate.
- Experience working within the development and maintenance of software built for use in a policing environment.
- Experience providing first line support to end users.
- Experience in managing a busy team, work allocation, staff training and development, auditing and performance management.
- Previous experience of working with suppliers and contractors.

Skills:
- Ability to successfully investigate fault reports, utilising a logical approach in order to rapidly and effectively identify and implement the appropriate resolution.
- Ability to work within basic code editing software in order to recognise, sanitise and protect sensitive policing information when working with external suppliers to resolve faults.
- Ability to communicate effectively with both end users and technical specialists ensuring full understanding of how end user requirements can be met, and how technical solutions can be utilised to best effect.
- Ability to create support material, using both Microsoft and Adobe software tools, aimed at a suitable level of understanding to enable the end user to fully benefit from the functions of an Operational Policing Application.
- Proficient in MS Office applications.

Knowledge:
- Understanding of BTP's operating and policing environment.

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Desired Criteria:

Qualifications and Training:
- Degree or equivalent qualification in English Language and/or Mathematics.

Experience:
- Proven people management experience and organisational skills, negotiation, reasoning and decision making skills.
- Experience in a customer service role.
- Experience in a Technology role.
- Excellent organisation skills and attention to detail.
- Working to deadlines.

Skills:
- Excellent verbal and written communication skills; able to influence and negotiate with all people at all levels, both internally and externally, in a positive and professional manner.
- Excellent planning and organisational skills.
- Able to analyse, interpret and comment on internal and external reports and data.
- Ability to work on own initiative and as part of a team, remaining calm whilst working under pressure to demanding deadlines.
- Proven technology and numeracy skills and able to pay close attention to detail

Knowledge:
- A broad understanding of the strategic digital transformation.

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.*

The post holder will have to be prepared to travel to attend meetings across England, Wales and Scotland.

I.   AUTHORISATION DETAILS

Prepared By:	Eleanor Howard	Date: 7th June 2019
Area Commander/FHQ HoD:	Supt Chris Casey	Date: 7th June 2019
Evaluation Panel:		Date

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