

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:	GIS and Business Intelligence Manager	Current Grade:	C001
Department:	Technology	Area:	Force Headquarters
Reports To:	Application and Development Manager	No of Posts:	1
Level of vetting:	MV	Post Number(s):	A101583

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

The management and tuning of the processes that collect, assemble and publish information, including in unstructured and semi-structured forms, for delivery to the user at the point at which it is needed.

The development and exploitation of expertise in any specific area of technology, technique, method, product or application area.

Provides direction to team members in order to motivate and support them to achieve both team objectives and their individual work objectives.

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

Financial – Direct or Non-Direct

Direct: Responsibility for the specification, asset management and licence renewal of specialist business intelligence software worth £550k. Responsibility for specific business intelligence project budgets to the value of £1.5m. Non-direct: provision of best value advice and guidance to support the procurement of business intelligence software.

Staff Responsibilities – Direct or Non-Direct

Direct: 7 direct reports in 4 professional groups - analysis (1), ETL (1) reporting (3), GIS (2) plus a variable number of contractors assigned for fixed time periods to support contract work. Non-direct: responsibility for the work of 3rd party specialists assigned to particular support contracts.

Any Other Statistical Data

The team is responsible for 950+ pre-programmed business objects reports which are delivered to over 1,200 internal customers and external partners. The team is also responsible for data extracts from 3 core operational systems and the provision of scheduled data uploads to the Police National Database (PND) and other systems.

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 content publishing								
Advice and guidance	0	1	2	3	4	5	6	7
Technical specialism								
Business change								
Relationship management	0	1	2	3	4	5	6	7
Stakeholder relationship management								
Solution development and implementation								
Installation and integration	0	1	2	3	4	5	6	7
Porting/software integration								
Service management								
Service operation	0	1	2	3	4	5	6	7
Problem management								
Procurement and management support								
Supply management	0	1	2	3	4	5	6	7
Supplier relationship management								

Strategy and architecture

Information strategy

Information content publishing - Level 5: Ensure, advise:

- Develops standards and procedures to support content publishing.
- Designs overall support information structures.
- Takes responsibility for publishing assignments, including, for example, design of the overall structure and graphical style for substantial, complex or high-profile web sites.
- Selects appropriate tools, templates and standards for publication in various forms, appropriate to customer expectations (differentiating, for example, between needs such as optimisation and ease of modification).
- Sets design and coding standards, taking into account bandwidth and compatibility.

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.

Business change

Relationship management

Stakeholder relationship management - Level 5: Ensure, advise:

- Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact.
- Gathers information from the customer to understand their needs (demand management) and detailed requirements.
- Facilitates open communication and discussion between stakeholders, using feedback to assess and promote understanding of need for future changes in services, products and systems.
- Agrees changes to be made and the planning and implementation of change.
- Maintains contact with the customer and stakeholders throughout to ensure satisfaction.
- Captures and disseminates technical and business information.

Solution development and implementation

Installation and integration

Porting/software integration - Level 5: Ensure, advise:

- Leads a team, providing expert technical knowledge in the systems testing of platform-specific versions of the software products, on varying platforms.
- Provides specialist guidance information to support, systems testing and quality assurance functions to assist in improving procedures.

Service management

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.

Procurement and management support

Supply management

Supplier relationship management - Level 5: Ensure, advise:

- Maintains a broad understanding of the commercial IT environment, how the organisation sources, deploys and manages external partners and when it is appropriate to use in-house resources.
- Develops and manages contracts with suppliers to meet key performance indicators and agreed targets,

taking account of information security of third parties.

- Is responsible for the liaison between the organisation and designated supplier(s).
- Carries out benchmarking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed.
- Is responsible for the management and implementation of supplier service improvement actions and programmes.
- May be responsible for managing a discrete IT function or service in a multi-supplier environment.

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 all levels internally including customers and colleagues.

External

Contact with 3rd party suppliers and counterparts within Home Office Forces' Technology Departments.

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 and understanding of business intelligence tools and techniques and/or enterprise reporting tools from a variety of suppliers (including Business Objects, Microsoft and SAS), and the ability to disseminate that knowledge to senior officers and managers. Extensive experience of developing and leading a team of analysts and developers within a demanding 24x7 data warehousing/business intelligence environment, and to an expert level. Good experience of project management to be able to effectively manage a mixed programme of projects simultaneously. Good experience of developing and managing customer relationships. Good experience of monitoring and mentoring technical members of the team.

Knowledge:

Good knowledge of BI and data warehouse tools, including ETL
 Good knowledge of software development tools, techniques and life cycle
 Some knowledge of basic procurement procedures

Skills:

BTP Framework

Business	0	1	2	3	4
Accountability				☐	
Customer Service				☐	
Decision Making				☐	
Effective Communications				☐	
Influencing Others				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Leadership				☐	
Negotiating				☐	
Team Management				☐	
Teamworking				☐	
Technical	0	1	2	3	4
Adobe Creative Suite, or equivalent product, for cartographic output				☐	
Business Objects (or recognised equivalent report writing software)			☐		



CAD Software			☐		
FME Workbench and Services				☐	
GeoServer (or other OGC compliant services)				☐	
HTML			☐		
Implement new reports using SQL queries			☐		
JAVA Script			☐		
Map Info (including knowledge of Map Basic)					☐
Oracle Spatial				☐	

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.

Leadership - Level 3: Extensive Experience

- Empowers others to develop their own ways of working and make their own decisions within agreed boundaries.
- Engages people within their area of responsibility in defining its direction and committing their energies and expertise to achieving the required results.
- Monitors the activities and progress of people in their area without interfering.
- Provides people support and advice when they need it especially during periods of setback and change.
- Steers their area successfully through difficulties and challenges.

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.

Team Management - Level 3: Extensive Experience

- Identifies and addresses gaps in team expertise.
- Resolves conflict among team members fairly and sensitively.
- Delegates authority to match responsibility, and holds staff accountable for agreed upon commitments.
- Coaches and supports staff in taking independent action.
- Delegates responsibility rather than taking charge or micro-managing when staff have the capability.

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

Adobe Creative Suite, or equivalent product, for cartographic output - Level 3: Extensive Experience

Business Objects (or recognised equivalent report writing software) - Level 2: Working Experience

CAD Software - Level 2: Working Experience

FME Workbench and Services - Level 3: Extensive Experience

GeoServer (or other OGC compliant services) - Level 3: Extensive Experience

HTML - Level 2: Working Experience

Implement new reports using SQL queries - Level 2: Working Experience

JAVA Script - Level 2: Working Experience

Map Info (including knowledge of Map Basic) - Level 4: Subject matter depth and breadth

Oracle Spatial - Level 3: Extensive Experience

H. AUTHORISATION DETAILS:

Prepared By: Richard Moss

Date: 28 Aug 2018

Area Commander /FHQ HoD: Sarah Winmill

Date:

Evaluation Panel:

Date:

Appendix: Legend

 High priority

 Normal priority

 Low priority