BRITISH TRANSPORT POLICE

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: Cloud Services Team Leader	Current Grade: B004
Department: Technology	Area: Force Headquarters
Reports To: Head of Applications	No of Posts: 1
Level of vetting: MV	Post Number(s):

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

The Cloud Services Team Leader responsibility is to plan, design, implement and maintain a wide variety of cloud services and applications.

As a Team Leader, you will have experience of working in Agile, Lean teams, cooperating closely with the Product Owner to schedule and resource the development and support efforts. The team is supporting services and delivering to the requirements Digital Policing and the overall Vision & Digital Strategy of the Technology department.

This is a hands-on technical role, however your primary objective is solving the non-technical challenges, collaborating with external stakeholders, improving processes, and team development.

The role will require you to develop and manage team, working with individual team members to develop their skills and with the team as a whole to define and develop the technical solutions with the support of the Enterprise Architecture Team. The role will require working with cross functional technical delivery teams within their area of functional expertise.

Cloud Services Team Leader leads a technical delivery team within their area of functional expertise.
- Responsible for Services: Office 365 Microsoft Online Services, Citrix Services, SaaS Products / Applications and COTS.
- Hands-on Technical expertise in technologies and services supported by the team.
- Cooperating closely with the Product Owner to schedule and resource
the Delivery of requirements of our stakeholders and the overall vision of the Technology department.
- Manage development and delivery of technology solutions.
- Support and deliver the Digital and Technology Development Strategy.
- Ensure that technology solutions are fit-for-purpose and aligned with architectural principles, standards and roadmaps through working with the Enterprise Architecture team.
- Provide technical leadership and innovation across all aspects of technology development.
- Develop and maintain effective ways of working throughout the department and organisation.
- Lead and manage technical delivery resources.

The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements Support often involves close collaboration with the system's developers and/or with colleagues

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specialising in different areas, such as Database administration or Network support.

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

Financial – Direct or Non-Direct

Direct: None

Non-Direct: Responsibility for the asset management and licences, vendor and supplier management for delegated services.

Responsible for providing best value advice and recommendations to support the selection and procurement services and products.

Staff Responsibilities – Direct or Non-Direct
Direct:

- Line management of up to 7 direct reports (technical specialists).

- Task management (in association with relevant line managers and / or team leader), for staff contributing to the operations and service delivery agenda in a cross functional technical delivery team.

Non-Direct:

- Matrix management of other resources allocated to key service delivery processes.

Any Other Statistical Data

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								
Advice and guidance	0	1	2	3	4	5	6	7
Technical specialism						☑		
Solution development and implementation								
Installation and integration	0	1	2	3	4	5	6	7
Systems installation/decommissioning				☑				
Service management								
Service design	0	1	2	3	4	5	6	7
Capacity management						☑		

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Service operation	0	1	2	3	4	5	6	7
Applications support					☐			

Strategy and architecture

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

Installation and integration

Systems installation/decommissioning - Level 3: Apply:

- Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client.
- Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures.
- Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Provides assistance to users in a professional manner following agreed procedures for further help or escalation.
- Maintains accurate records of user requests, contact details and outcomes.
- Contributes to the development of installation procedures and standards.

Service management

Service design

Capacity management - Level 5: Ensure, advise:

- Drafts and maintains policy, standards and procedures for service component capacity management.
- Ensures the correct implementation of standards and procedures.
- Reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes.
- Works with business users to agree and implement short and medium term modifications to demand.

Service operation

Applications support - Level 4: Enable:

- Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

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E. **LEVELS OF RESPONSIBILITY:** *This is a SFIA Level 4 Role*
- Autonomy - Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
- Influence - Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
- Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.
- Business Skills - Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

F. **CONTACT WITH OTHERS:** *The frequent contacts the post holder has with others and for what purpose*
Internal
- Technology and Digital Policing Teams.
- Staff and Officers at various levels.

External
- SaaS and COTS suppliers
- Core IT suppliers (for development, testing and service handover and transition purposes)
- Operational stakeholders and technology vendors
- Other third party suppliers

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

Educated to degree level in a specific IT or engineering discipline or equivalent experience
Accredited to ITIL Foundation Level or higher

Experience:

- Experience of managing a technical delivery team in a demanding 24x7 environment.
- Responsible for technical design and implementation of Cloud solutions with the Architecture function.

  - Maintain detailed application and domain knowledge to support technical teams, as appropriate.

  - Use Agile methodologies to maintain a strong focus on delivery priorities, holding others to account for delivery, and swiftly responding to changing requirements.

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- Lead and develop high performing teams, supporting Agile working practices, and a digital delivery culture.

- Keep up-to-date with latest technology, software development technologies and methodologies.

Knowledge:

Good knowledge of project management methodology of Prince2, Agile and Waterfull
Good knowledge of Supplier and Vendor Management
Good knowledge of emerging technologies and their applicability to the Force
Good knowledge of Microsoft's product offerings including high level capabilities and competitor products

Skills:

BTP Framework

Business	0	1	2	3	4
Initiative					☐
Leadership				☐	
Team Management				☐	
Technical	0	1	2	3	4
Cloud Solutions					☐
Identity & Access Management Solutions				☐	
Office 365/Azure				☐	

Business

Initiative - Level 4: Subject matter depth and breadth
- Perseveres in seeking solutions to complex issues despite significant and ongoing obstacles.
- Creates opportunities to undertake initiatives that will benefit the organisation in the near or intermediate term.
- Defines and addresses high-level challenges that have the potential to advance a field of study or sector.
- Anticipates long-term future (more than 2 years) opportunities and positions the organisation to take advantage of them.

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.

Team Management - Level 3: Extensive Experience

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- 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.

Technical

Cloud Solutions - Level 4: Subject matter depth and breadth

Identity & Access Management Solutions - Level 3: Extensive Experience

Office 365/Azure - Level 3: Extensive Experience

H.   **AUTHORISATION DETAILS:**

Prepared By:	Andrej Zele	Date:	1 Apr 2019
Area Commander /FHQ HoD:	Sarah Winmill	Date:	1 Apr 2019
Evaluation Panel:		Date:	

Appendix: Legend

☐ High priority

☐ Normal priority

☐ Low priority

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