

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:	Disaster Recovery Manager	Current Grade:	
Department:	Technology	Area:	Force Headquarters
Reports To:	Infrastructure 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*

To provide Leadership in coordinating, assessing, developing and communicating recovery environment requirements and contingency plans associated with BTPs IT Services, Applications and Infrastructure.

Ensuring that the IT Department fully understand the Disaster Recovery Requirements of the business, enabling recommendations to enable timely, effective decisions regarding hardware and software planning.

Assume management responsibility for Data Centre and Network Recovery planning efforts, and leading capacity planning co-ordination and testing within technology to support business units in current and future activities.

The planning and implementation of organisation-wide processes and procedures for the management of risk to the success or integrity of the business, especially those arising from the use of information technology, reduction or non-availability of energy supply or inappropriate disposal of materials, hardware or data.

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

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

Responsible for the management of one Disaster Recovery Administrator

Any Other Statistical Data

Responsible for the monitoring and co-ordination of all disaster recovery on behalf of the IT Dept, ensuring that all statistical data relating to disaster recovery is documented appropriately and presented to senior management.

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
Consultancy							☐	
Business strategy and planning	0	1	2	3	4	5	6	7
Business risk management							☐	
Technical strategy and planning	0	1	2	3	4	5	6	7
Continuity management						☐		
Business change								
Business change management	0	1	2	3	4	5	6	7
Business process testing						☐		
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
Availability management						☐		

Strategy and architecture

Advice and guidance

Consultancy - Level 6: Initiate, influence:

- Manages provision of consultancy services, and/or management of a team of consultants.
- In own areas of expertise, provides advice and guidance to consultants and/or the client through involvement in the delivery of consultancy services.
- Engages with clients and maintains client relationships.
- Establishes agreements/contracts and manages completion and disengagement.

Business strategy and planning

Business risk management - Level 6: Initiate, influence:

- Plans and manages the implementation of organisation-wide processes and procedures, tools and techniques for the identification, assessment, and management of risk inherent in the operation of business processes and of potential risks arising from planned IT-enabled change.

Technical strategy and planning

Continuity management - Level 5: Ensure, advise:

- Owns the service continuity planning process and leads the implementation of resulting plans.
- Coordinates the identification by specialists across the organisation of information and communication systems which support the critical business processes, and the assessment of risks to the availability, integrity, and confidentiality of those systems.
- Evaluates the critical risks associated with these systems and identifies priority areas for improvement.
- Coordinates the planning, designing, testing of maintenance procedures and contingency plans to address exposure to risk and ensure that agreed levels of continuity are maintained.

Business change

Business change management

Business process testing - Level 5: Ensure, advise:

- Designs and manages tests of new/updated processes.
- Specifies test environment for whole life-cycle testing (e.g using model office concept).
- Manages selection/creation of relevant scenarios for testing and ensures that tests reflect realistic operational business conditions.
- Ensure tests and results are documented, reported to stakeholders and are available for specification of user instructions.
- Highlights issues and risks identified during testing to business stakeholders.
- Provides specialist guidance and advice to less experienced colleagues and users to ensure that test are conducted in an appropriate manner.

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.

Service management

Service design

Availability management - Level 5: Ensure, advise:

- Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities.
- Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.

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 throughout the organisation

External

Contracted Third Party vendors, other police forces, HMIC, IT Review Team, Home Office and any other review bodies, BTPA

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:

Experience of managing an ITIL Disaster Recovery function.

Experience of implementing Disaster Recovery Test Regimes, and the development of reporting and exception processes.

Experience of managing the resolution of actions and exceptions in relation to Disaster Recovery

Experience of briefing Senior Management and Executive in relation to Disaster Recovery

Experience of leading on the definition of Disaster Recovery processes and procedures, and ensuring that they are embedded within the organization.

Staff management experience

Experience of managing third party vendors.

Experience of managing major incidents as a result of Disaster Recovery failures.

Experience of working with senior technical staff to define appropriate technical solutions to meet Disaster Recovery challenges

Knowledge:

Good knowledge of ITIL Disaster Recovery Processes

Knowledge of market standard processes and tools to support Disaster Recovery

Good knowledge of industry standard approaches to Disaster Recovery and Disaster Recovery Testing

Skills:

BTP Framework

Business	0	1	2	3	4
Accountability				☐	
Decision Making				☐	
Effective Communications				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Negotiating				☐	
Planning and Organising				☐	
Problem Solving				☐	
Team Management				☐	
Teamworking				☐	
Technical	0	1	2	3	4
MS Windows Server 2003, 2008, 2012			☐		
Networking concepts (incl. security, firewalls and TCP/IP)			☐		
SAN and NAS technologies			☐		
Server management tools and techniques			☐		



Server recovery tools and techniques				
VMware server installation and management				

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.

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.

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.

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.

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.

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

MS Windows Server 2003, 2008, 2012 - Level 2: Working Experience

Networking concepts (incl. security, firewalls and TCP/IP) - Level 2: Working Experience

SAN and NAS technologies - Level 2: Working Experience

Server management tools and techniques - Level 2: Working Experience

Server recovery tools and techniques - Level 2: Working Experience

VMware server installation and management - Level 2: Working Experience

H. AUTHORISATION DETAILS:

Prepared By: Rhys Lovegrove

Date: 24 Apr 2017

Area Commander /FHQ HoD: Kieran Murphy

Date: 24 Apr 2017

Evaluation Panel:

Date:

Appendix: Legend

 High priority

 Normal priority

 Low priority