

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:	ETL Developer	Current Grade:	B003
Department:	Technology	Area:	Force Headquarters
Reports To:	Application and Development Manager	No of Posts:	1
Level of vetting:	MV	Post Number(s):	A100693

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

Responsible for providing the design, development, testing and maintenance of ETL solutions to agreed specification and timescales, within a business intelligence environment.

The design, creation, testing and documenting of new and amended programs from supplied specifications in accordance with agreed standards.

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

Financial – Direct or Non-Direct

Direct: None Non-direct: None

Staff Responsibilities – Direct or Non-Direct

Direct: None Non-direct: None

Any Other Statistical Data

The role is responsible for designing, developing and testing ETL processes to extract data from core operational systems into one or more Business Objects Universes (there are currently more than 100 of these) which in turn drive 950+ bespoke management information reports for senior officers and managers, and external partners.

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								
Systems development	0	1	2	3	4	5	6	7
Data analysis								
Programming/software development								
Testing								
Service management								
Service operation	0	1	2	3	4	5	6	7
Problem management								

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

Systems development

Data analysis - Level 5: Ensure, advise:

- Sets standards for data analysis tools and techniques, advises on their application, and ensures compliance.
- Manages the investigation of corporate data requirements, and co-ordinates the application of data analysis and data modelling techniques, based upon a detailed understanding of the corporate information requirements, in order to establish, modify or maintain data structures and their associated components (entity descriptions, relationship descriptions, attribute definitions).

Programming/software development - Level 4: Enable:

- Designs, codes, tests, corrects and documents large and/or complex programs and program modifications from supplied specifications using agreed standards and tools, to achieve a well engineered result.
- Takes part in reviews of own work and leads reviews of colleagues' work.

Testing - Level 4: Enable:

- Accepts responsibility for creation of test cases using own in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability).
- Creates traceability records, from test cases back to requirements.
- Produces test scripts, materials and regression test packs to test new and amended software or services.
- Specifies requirements for environment, data, resources and tools.
- Interprets, executes and documents complex test scripts using agreed methods and standards.

- Records and analyses actions and results, and maintains a defect register.
- Reviews test results and modifies tests if necessary.
- Provides reports on progress, anomalies, risks and issues associated with the overall project.
- Reports on system quality and collects metrics on test cases.
- Provides specialist advice to support others.

Service management

Service operation

Problem management - Level 4: Enable:

- Initiates and monitors actions to investigate and resolve problems in systems and services.
- Assists with the implementation of agreed remedies and preventative measures.

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

Contact with customers and colleagues.

External

Contact with 3rd party specialists.

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 of working with an ETL tool, preferably Business Objects Data Integrator, and associated programming tools including scripts, XML, T-SQL/PL-SQL. Some experience of PERL would be advantageous. Good experience of supporting and manipulating complex data sets within a data warehouse environment. Good experience of system testing and the creation and maintenance of technical documentation and provision of support to users. Some experience of working in a team environment and having the confidence to contribute positively within a team environment.

Knowledge:

Good knowledge of data warehousing tools and techniques .

Skills:

BTP Framework

Business	0	1	2	3	4
Accountability				☐	
Customer Service				☐	
Decision Making				☐	
Effective Communications				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Teamworking				☐	
Technical	0	1	2	3	4
Business Objects Data Integrator				☐	
Oracle Data Base Administration (v9, 10 and 11)			☐		
PL SQL				☐	
SQL Developer (or similar GUI based DB viewer)				☐	

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.

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.

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

Business Objects Data Integrator - Level 3: Extensive Experience

Oracle Data Base Administration (v9, 10 and 11) - Level 2: Working Experience

PL SQL - Level 3: Extensive Experience

SQL Developer (or similar GUI based DB viewer) - Level 3: Extensive Experience

H. AUTHORISATION DETAILS:

Prepared By:	Ben Hedges (Lexonis)	Date:	20 Dec 2013
Area Commander /FHQ	Paul Hollister	Date:	6 Nov 2014
HoD:		Date:	
Evaluation Panel:		Date:	13 Nov 2014

Appendix: Legend

- ☐ High priority
- ☐ Normal priority
- ☐ Low priority