

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:	Solutions Architect	Current Grade:	C001
Department:	Technology	Area:	Force Headquarters
Reports To:	Enterprise Architect	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*

The design and communication of high-level structures to enable and guide the design and development of integrated solutions that meet current and future business needs. Changes to service, process, organisation, operating model and other aspects may be required in addition to technology components, and solutions must demonstrate how agreed requirements (such as automation of business processes) are met, any requirements which are not fully met or, and any options or considerations which require a business decision. The provision of comprehensive guidance on the development of, and modifications to, solution components to ensure that they take account of relevant architectures, strategies, policies, standards and practices and that existing and planned solution components remain compatible.

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

Financial – Direct or Non-Direct

Direct: None

Indirect: None

Staff Responsibilities – Direct or Non-Direct

Direct: None

Indirect: Occasional responsibility for supervising the work of 3rd party specialists assigned to particular support contracts or projects and occasional responsibility for supervising Cyber Security Specialist within the Technology dept.

Any Other Statistical Data

None

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						☐		
Technical specialism						☐		
Technical strategy and planning	0	1	2	3	4	5	6	7
Emerging technology monitoring						☐		
Solution architecture						☐		

Strategy and architecture

Advice and guidance

Consultancy - Level 5: Ensure, advise:

- Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution.
- Identifies, evaluates and recommends options, implementing if required.
- Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements.
- Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.

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.

Technical strategy and planning

Emerging technology monitoring - Level 5: Ensure, advise:

- Monitors the market to gain knowledge and understanding of currently emerging technologies.
- Identifies new and emerging hardware and software technologies and products based on own area of expertise, assesses their relevance and potential value to the organisation, contributes to briefings of staff and management.

Solution architecture - Level 5: Ensure, advise:

- Uses appropriate tools, including logical models of components and interfaces, to contribute to the development of systems architectures in specific business or functional areas.
- Produces detailed component specifications and translates these into detailed designs for implementation using selected products.
- Within a business change programme, assists in the preparation of technical plans and cooperates with business assurance and project staff to ensure that appropriate technical resources are made available.
- Provides advice on technical aspects of system development and integration (including requests for

changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices are applied correctly.

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 of all levels.

External

Contact with counterparts within Home Office Forces.

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 translating technical requirements into business language

Public sector network experience (PSN)

Experience of mobile working platform integration with corporate networks

Experience of working with UK police forces and operational police systems

Extensive experience of enterprise design and implementation of corporate networks

Knowledge:

Good knowledge of core networking technologies together with an understanding of the key technology providers.

Good knowledge of emerging technologies and their applicability to the Force

Some knowledge of information security protocols including device and network encryption services.

Skills:

Excellent documentation skills

In depth practical knowledge of WAN, LAN and enterprise voice solutions

BTP Framework

Business	0	1	2	3	4
Accountability				☐	
Customer Service				☐	
Decision Making				☐	
Effective Communications				☐	
Influencing Others				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Negotiating				☐	
Problem Solving				☐	
Teamworking				☐	
Technical	0	1	2	3	4
Internet Security Solutions (M86 or recognised equivalent)				☐	
MS Office Suite 2003 and 2010				☐	
Networking concepts (incl. security, firewalls and TCP/IP)				☐	
TOGAF				☐	
VPN concepts				☐	

Wireless networking concepts



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.

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.

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.

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

Internet Security Solutions (M86 or recognised equivalent) - Level 3: Extensive Experience

MS Office Suite 2003 and 2010 - Level 3: Extensive Experience

Networking concepts (incl. security, firewalls and TCP/IP) - Level 3: Extensive Experience

TOGAF - Level 3: Extensive Experience

VPN concepts - Level 3: Extensive Experience

Wireless networking concepts - Level 3: Extensive Experience

H. AUTHORISATION DETAILS:

Prepared By: Caroline Sparks

Date: 25 Nov 2015

Area Commander /FHQ HoD: Kieran Murphy

Date: 2 Dec 2015

Evaluation Panel:

Date:

Appendix: Legend



High priority



Normal priority



Low priority