

## 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:	Head of IT Operations	Current Grade:	
Department:	Technology	Area:	A Division
Reports To:	Chief Information Officer	No of Posts:	1
Level of vetting:	MV	Post Number:	

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

The post holder will act as an advisor, confidante and implementer to the Chief Information Officer, often working behind the scenes to solve problems, mediate disputes and deal with issues so they do not need to be escalated to Chief Officer level. The post holder will represent the CIO around the daily management of the Technology Dept, being responsible for drafting proposals, strategic responses, significant letters and emails beyond the day-to-day remit of the CIO's direct reporting structure. In the absence of the CIO, the post holder will facilitate or take decisions on behalf of the CIO under delegated authority and deputise for the CIO where appropriate.

The post will be a key role within the Technology Senior Leadership Team, trouble-shooting and handling tactical business on behalf of the CIO, enabling the CIO to focus on the strategic positioning of technology for British Transport Police. The post holder will link all of the component parts of the CIO's portfolio of work, ensuring a coherent and effective business approach that is fully managed through to resolution, and that key stakeholders remain engaged and informed.

The post being a senior partner between the Technology Dept. and other parts of the organisation, senior external partners, and national governance, in relation to the management of tactical issues affecting the delivery provision of the technology service. The post holder will play a major role in the planning and budgeting for the delivery of the technology function, ensuring that the pipeline of technology works, upgrades, replacements and contract renewals are captured and planned for accordingly. The post will drive forward improved management of the Technology Dept, and the imbed changes to enable the Dept. to provide and improved service to its customers.

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

#### Financial – Direct or Non-Direct

Direct - In conjunction with the CIO and CTO and Head of Portfolio Delivery, responsible for setting, managing and approving the overall Technology budget for the Force which amounts to an annual revenue spend of £12m, with additional capital project funding of £3m 5m p.a. Responsible for delegating items from within that budget to Team Managers. Responsible for the negotiation of some support contracts and service level contracts with suppliers.

Indirect – Responsible for recommending technical approval for new technologies to support development or core replacement across the existing IT platform.

#### Staff Responsibilities – Direct or Non-Direct

Nondirect: Responsibility for 90 established posts within Technology, and for any 3rd party specialists assigned to particular support contracts, and any contractors assigned to specific projects.

## REWARD

**D. PRINCIPAL ACCOUNTABILITIES:** *What the job is accountable for and required to deliver*

Act as an advisor to the CIO.. Analyse and provide solutions and supportive interventions to overcome complex or sensitive issues.

Work with the rest of the Technology Senior Leadership Team to prioritise workloads, activities and responsibilities within the CIO's portfolio. Provide leadership within the IT function, and advise & lead on the construction, development and delivery of the CIO's objectives, priorities and responsibilities. Attend meetings and deputise on behalf of the CIO when required.

On behalf of the CIO, responsible for managing any cross-portfolio issues that are identified. Responsible for the management, coordination and delivery of Directorate and/or force level discussion and decision papers, reports, projects and programmes as directed by the CIO or Director of Change.

Ownership of keeping key IT deliverables up to date, including the management of actions and outcomes from strategic boards, whilst ensuring that major IT contracts are kept up to date and that strategic governance papers are managed through the appropriate processes with Chief Officers, the Authority and Dept of Transport and Government Digital Services

Responsible for collation and quality assurance of governance reports, particularly those released to the Police Authority and other stakeholders. Responsible for the provision of general and ad hoc advice to all managers and staff within the Technology Dept, as well as internal and external key stakeholders.

Accountable for the direct oversight, coordination and management of departmental compliance, audit, governance, risk management and legal services activity on behalf of the CIO. Ensuring that forward planning is in place to manage the associated processes, and removing the risk of failure to respond or comply.

Required to provide informed financial forecasting based upon the needs of the technology service and its key stakeholders, ensuring that the Medium Term Financial Planning process is adhered to within the Technology Dept.

Working as part of the Technology Senior Leadership Team, ensure that all staff issues within the CIO's portfolio are managed properly, efficiently, prudently and fairly, keeping track of progress until resolution (recruitment, succession planning, sickness, welfare, discipline and conduct), and mitigating need to escalate to CIO or Chief Officer level.

Support the CIO in their wider role, overseeing and contributing to the development of the departmental plan, performance management, professionalism, corporate communications, stakeholder management and other high level departmental functions.

Prepare correspondence on behalf of the CIO dealing with issues and subject matter in ways that requires considerable sensitivity, discretion, judgment, or negotiation.

Draft high level and priority documents including Freedom of Information requests, responses to national consultations, letters to government offices and other politically sensitive matters.

Liaise with the BTPA on behalf of the CIO's portfolio, ensuring that all requests for information, papers and other correspondence are timely and quality assured.

Prepare correspondence on behalf of the CIO, dealing with issues and subject matter in ways that requires considerable sensitivity, discretion, judgment, or negotiation

Commissioning and producing ad hoc reports and analyses of developing areas of performance risk or challenges and set recommendations for recovery.

Responsible for ensuring the delivery of the Technology Dept.'s Management Assurance Return, Dept Risk Register, submissions to the force Audit Risk, Integrity and Compliance (ARIC) Board, and any other strategic or non-strategic returns.

Single point of contact between Technology and external partners and bodies to meet mandatory requirements for inspection programmes. Oversee co-ordination and follow up of all related actions and activities, and ensuring that progress updates are provided to all of the relevant parties.

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**E. DECISION MAKING:  
Make decisions**

The post holder makes regular decisions which impact at a departmental and directorate level (where delegated by the CIO) across their broad range of responsibilities

**Significant say in decisions**

The post holder has a significant say in decisions which are related to the strategy and direction of BTP. In particular the post holder is required to provide comprehensive advice on all decisions related to the formulation of strategy and performance management. The role holder will be influential in making recommendations to the Chief Officer Group, BTPA and external stakeholder groups.

**F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose***  
**Internal**

The work of the post holder involves extensive liaison at the most senior level with Chief Officers and senior personnel, Force Management Team, Police Authority Members and Executive, and police officers and police staff at Headquarters, Division and Police Station level.

**External**

The post holder is required to represent the CIO at external meetings, conferences etc where appropriate. The work of the post holder will involve extensive liaison with senior officers, police and police staff managerial and non-managerial staff from Home Office police forces and railway businesses. It includes extensive liaison with central government departments, civil servants and politicians.

The nature of the work involves contact with the following bodies on a local, regional and national basis:

Government Digital Services (GDS)  
HMICFRS (England & Wales and Scotland)  
GIAA  
Department for Transport  
Home Office and Non-Home Office Police Forces  
NPCC  
Network Rail  
Transport for London  
Other agencies, professional and academic bodies

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

Qualified to post graduate level or equivalent or with relevant professional experience or qualifications

Significant experience at a senior level within the police service or comparable organisation, managing departmental risk, budget setting, governance, compliance returns, key stakeholder engagement or other areas within the CIO's areas of responsibility.

A successful track record of giving advice on complex or sensitive issues, and driving & embracing change in a political environment at both departmental and senior level.

The ability to efficiently write correspondence, reports and produce written documents with clearly organised thoughts using language appropriate to the intended audience

Ability to influence, coordinate and drive activity across the Technology Dept without direct management control on complex, sensitive or contentious issues where there are conflicting priorities.

Excellent understanding of how to manage "day to day" issues facing the technology service, with the ability to tackle them in a structured manner, through management and development of process and policy.

Extremely organised, highly self-disciplined and the ability to manage multiple work streams simultaneously, incorporating the ability to successfully track the delivery of outcomes to meet expectations of the force and its partners. Exceptional communication skills and emotional intelligence.

Understanding of project delivery and workload prioritisation to achieve CIO and departmental goals within required timescales.

First class formal and informal oral and written communication skills which inspire credibility both internally and externally with strong presentation skills and skills in delivering complex verbal and written reports to a diverse range of people/large groups of people in a variety of settings.

Ability to work as part of a senior management team and able to demonstrate and contribute to senior cohesiveness with proven leadership and excellent team management skills, with the ability to stimulate thinking and action in others.

Experience of managing sensitive and confidential information with discretion.

**Desired Criteria**

Experience in staff performance management within the police service or comparable organisation.

Understanding of public sector procurement methods and the associated complexities.

Knowledge of ITIL (Information Technology Infrastructure Library) or similar service delivery methodologies.

**H. ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

**REWARD**

**I. AUTHORISATION DETAILS**

Prepared By: Rhys  
Lovegrove  
Area Commander /FHQ  
HoD: Simon Downey  
Evaluation Panel:

Date: 05/11/2019

Date:

Date:

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