

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:	Service Delivery and Transition Manager	Current Grade:	C001
Department:	Technology	Area:	Force Headquarters
Reports To:	Service Support Manager	No of Posts:	1
Level of vetting:	MV	Post Number(s):	A102929

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

To proactively engage with business and technology colleagues to ensure all new technology comes into live provision with a high quality service experience to users. To be actively involved from Service Design, Transition and into live operation. The post holder will be the caveat and enabler to progressing any Service Delivery issues through the creations and management of Operational Level Agreements (OLAs), Service Level Agreements (SLAs) and the IT Charter. Be the champion of Continuous Service Improvement (CSI). The post holder will manage a small team of IT Service Management Analysts, spread across the areas of Incident, Change and Problem Management. Travel may be required initially to help build relationships with key stakeholders UK wide. This is not a technical (fixer) role.

During the design, management and implementation of business change and throughout the service lifecycle, the analysis and coordination of relationships with and between stakeholders, taking account of the services they use.

C. DIMENSIONS OF THE POST: *The key statistics associated with the post***Financial – Direct or Non-Direct**

Involvement in Planning and estimating capital and revenue costs of potential solutions. Devising outline spend profiles in partnership with BTP Finance.

Staff Responsibilities – Direct or Non-Direct

Direct: 2 x IT Service Management Analysts

Indirect: Influencing and managing delivery of tasks as part of pre-project planning and solution development. This will require matrix management of Technology and Business resources on an "as required" basis plus working with and influencing senior members of BTP up to and including Chief Officers and members of the BTP Authority.

Any Other Statistical Data

Technology contribution to business cases including investment appraisal as required. Ensuring Service Management wrapper is part of Technology deliveries from project initiation.

Identification, analysis and assessment of solution risks and issues. Management information concerning Services, Incident, Change and Problem KPIs

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
Innovation								
Business change								
Business change management	0	1	2	3	4	5	6	7
Requirements definition and management								
Relationship management	0	1	2	3	4	5	6	7
Stakeholder relationship management								
Service management								
Service operation	0	1	2	3	4	5	6	7
Problem management								

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.

Business strategy and planning

Innovation - Level 5: Ensure, advise:

- Actively monitors for, and seeks, opportunities, new methods and trends in IT capabilities and products to the advancement of the organisation.
- Clearly articulates, and formally reports their benefits.

Business change

Business change management

Requirements definition and management - Level 5: Ensure, advise:

- Facilitates scoping and business priority setting for large or complex changes, engaging senior stakeholders as required.
- Selects the most appropriate means of representing business requirements in the context of a specific change initiative.
- Drives the requirements elicitation process where necessary, identifying what stakeholder input is required.
- Obtains formal agreement from a large and diverse range of potentially senior stakeholders and recipients to the scope and requirements, plus the establishment of a base-line on which delivery of a solution can commence.
- Takes responsibility for the investigation and application of changes to programme scope.
- Identifies the impact on business requirements of external impacts affecting a programme or project.

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 operation

Problem management - Level 5: Ensure, advise:

- Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
- Ensures that such problems are fully documented within the relevant reporting system(s).
- Coordinates the implementation of agreed remedies and preventative measures.
- Analyses patterns and trends.

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

Frequent Contact with:

- * Technology Boards (Digital Portfolio, Tech)
- * Technology subject matter experts / Project and Programme Managers
- * Technology Service Desk
- * Technology SMT
- * BTP Finance
- * Key business stakeholders
- * BTP Procurement

External

Liaison with Police policy setting organisations including (but not limited to):

- * Home Office
- * Cabinet Office
- * CESG (Communications-Electronics Security Group, the UK government's National Technical Authority for Information Assurance)
- * National Policing Forums on specific issues

Contact with technical suppliers and consultants including CLAS consultants as required

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

Qualifications and Training:

Professional qualifications or significant business experience in IT Service Management, for example ITIL qualification.

Educated to degree level in a specific IT or engineering discipline or equivalent experience

Accredited to ITIL Foundation Level or higher

Experience:

Experience in business relationship/supplier relationship which may or may not be related to Technology delivery roles.

Experience in Service Management environments

Experience in Service Transition

Experience in project full-lifecycle support including producing high standard documentation.

Experience working with senior management teams up to and including Chief Officer / Ministerial level teams.

Knowledge:

Good knowledge of ITIL Continuous Service Improvement

Good knowledge of ITIL IT Service Management methodology or equivalent discipline

Skills:

Ability to translate technical requirements into plain English such that key decision makers can make informed and well supported business decisions.

Business Analysis techniques including requirements definition, situation appraisal (as-is and to-be modeling), functional and non-functional specification development and GAP analysis to assist business change planning.

Excellent problem solving skills including full options analysis including development of partnership / collaborative working solutions.

Excellent commercial skills including supplier management and financial negotiation with suppliers.

Well defined influencing skills – ability to present cases and make arguments with key stakeholders such that they understand the situation and make informed decisions based on sound evidence and current best practice.

Demonstrable analytical skills including situation analysis and requirements capture and validation.

Excellent planning and time management skills with an agile approach to delivery to meet changing deadlines.

Very strong written and oral communication skills will an ability to present convincingly to key influencers and decision making bodies.

BTP Framework

Business	0	1	2	3	4
Accountability				☐	
Customer Service					☐
Decision Making				☐	
Effective Communications					☐
Influencing Others				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Negotiating				☐	
Teamworking				☐	

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 4: Subject matter depth and breadth

- Pushes customers to consider difficult issues that are in their best interests.
- Strategically and systematically evaluates emerging and longer-term opportunities and threats to meeting customers needs.
- Determines strategic business direction to best meet customers evolving needs.
- Monitors, evaluates and, as needed, renews the customer service model and service standards.

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 4: Subject matter depth and breadth

- Communicates complex issues clearly and credibly with widely varied audiences.
- Handles difficult on-the-spot questions (e.g. from senior executives, public officials, interest groups, or the media).
- Overcomes resistance and secures support for ideas or initiatives through high-impact communication.
- Communicates strategically to achieve specific objectives (e.g. considers optimal messaging and timing of communication).
- Uses varied communication vehicles and opportunities to promote dialogue and develop shared understanding and consensus.

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.

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.

H. AUTHORISATION DETAILS:

Prepared By: Richard Moss

Date: 11 Oct 2018

Area Commander /FHQ HoD:

Date:

Evaluation Panel:

Date:

Appendix: Legend



High priority



Normal priority



Low priority