

## 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:	Application Support Team Leader	Current Grade:	B004
Department:	Technology	Area:	Force Headquarters
Reports To:	Head of Application Services	No of Posts:	1
Level of vetting:	MV	Post Number(s):	

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

The Application Support Team Leader's primary responsibility is to act as an SME across a wide variety of applications and systems whilst managing and supporting the members of the Application Support team. The team supports a wide range of applications from operational policing systems dealing with Command and Control (Control Works) and Records Management (Niche) through to business focused HR (ORIGIN) and Finance (eFinancials) system across a 24/7 landscape.

This is a management role, with a primary responsibility around managing the team, development of the team, improving processes and procedures and project allocation. In addition, the role will still hold technical guidance and hands-on engagement as required, and undertaking on-call duties as part of the role.

The team also work with projects and as the Team Leader, you will have experience of scheduling and resourcing both project development and support efforts. The team works closely with Digital Policing function and we support and assist with the delivery of their projects and business as usual force wide support.

The role will require you to develop and manage the team, working with individual team members to develop their skills and with the team as a whole to define and develop the technical solutions. Making sure that the team keep up to date with skills and advances that their role covers. The role will require you working in cross functional technical delivery teams within their area of functional expertise.

The Application Support Team Leader leads a technical team within their area of functional expertise.

- Responsible for ISP Service and Applications: ControlWorks (Command & Control), Niche (RMS), IPatrol, Origin & DMS, GIS - Geospacial mapping / Location Intelligence.
- Hands-on Technical expertise in technologies and services supported by the team.
- Manage development and delivery of technology solutions.
- Support and deliver the Digital and Technology Development Strategy.
- Develop and maintain effective ways of working throughout the area and department.
- Provide technical leadership and innovation.
- Lead and manage technical delivery resources.

The provision of specialist expertise to facilitate and execute the installation and maintenance of system software such as operating systems, data management products, office automation products and other utility software.

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

**Financial – Direct or Non-Direct**

Direct: None

Non-Direct: Responsibility for the asset management and licences, vendor and supplier management for delegated services.

Responsible for providing best value advice and recommendations to support the selection and procurement services and products.

**Staff Responsibilities – Direct or Non-Direct**

**Direct:**

- Line management of up to 7 direct reports (technical specialists).
- Task management (in association with relevant line managers and / or team leader), for staff contributing to the operations and service delivery agenda in a cross functional technical delivery team.

**Non-Direct:**

- Matrix management of other resources allocated to key service delivery processes.

**Any Other Statistical Data**

**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					<input type="checkbox"/>				
Business change									
Relationship management	0	1	2	3	4	5	6	7	
Stakeholder relationship management						<input type="checkbox"/>			
Solution development and implementation									
Installation and integration	0	1	2	3	4	5	6	7	
Porting/software integration						<input type="checkbox"/>			



## Service management

### Service operation

0 1 2 3 4 5 6 7

#### System software

#### Applications support

## Strategy and architecture

### Advice and guidance

#### Technical specialism - Level 4: Enable:

- Maintains knowledge of specific technical specialisms, provides detailed advice regarding their application and executes specialised tasks.
- The specialism can be any area of information or communication technology, technique, method, product or application area.

## Business change

### 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.

## Solution development and implementation

### Installation and integration

#### Porting/software integration - Level 5: Ensure, advise:

- Leads a team, providing expert technical knowledge in the systems testing of platform-specific versions of the software products, on varying platforms.
- Provides specialist guidance information to support, systems testing and quality assurance functions to assist in improving procedures.

## Service management

### Service operation

#### System software - Level 5: Ensure, advise:

- Evaluates new system software, reviews system software updates and identifies those that merit action.
- Ensures that system software is tailored to facilitate the achievement of service objectives.
- Plans the installation and testing of new versions of system software.



- Investigates and coordinates the resolution of potential and actual service problems.
- Ensures that operational documentation for system software is fit for purpose and current.
- Advises on the correct and effective use of system software.

**Applications support - Level 4: Enable:**

- Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

**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**

- Technology and Digital Policing Teams.
- Staff and Officers at various levels.

**External**

- External forums and Bodies: MINERVA, etc.
- Key vendors: CAPITA, NICHE, etc.
- Core IT suppliers (for development, testing and service handover and transition purposes)
- Operational stakeholders and technology vendors
- Other third party suppliers



**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 managing a technical delivery team in a demanding 24x7 environment.
  - Responsible for technical design and implementation of Operational Technology's Services together with the Architecture function.
- Maintain detailed application and domain knowledge to support technical teams, as appropriate.
- Use Agile methodologies to maintain a strong focus on delivery priorities, holding others to account for delivery, and swiftly responding to changing requirements.
- Lead and develop high performing teams, supporting Agile working practices, and a digital delivery culture.
- Keep up-to-date with latest technology, software development technologies and methodologies.

**Knowledge:**

Good knowledge of project management methodology of Prince2, Agile and Waterfall  
Knowledge of market standard processes and tools to support Disaster Recovery  
Good knowledge of Supplier and Vendor Management  
Good knowledge of application interfacing tools and techniques.  
Good knowledge of emerging technologies and their applicability to the Force  
Good knowledge of Microsoft's product offerings including high level capabilities and competitor products

**Skills:**

**BTP Framework**

Business	0	1	2	3	4
Customer Service				<input type="checkbox"/>	
Effective Communications				<input type="checkbox"/>	
Influencing Others				<input type="checkbox"/>	
Interpersonal Relationships				<input type="checkbox"/>	
Leadership				<input type="checkbox"/>	
Negotiating				<input type="checkbox"/>	
Team Management				<input type="checkbox"/>	



Teamworking

## Business

### 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.

### 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.

### 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.

### Leadership - Level 3: Extensive Experience

- Empowers others to develop their own ways of working and make their own decisions within agreed boundaries.
- Engages people within their area of responsibility in defining its direction and committing their energies and expertise to achieving the required results.
- Monitors the activities and progress of people in their area without interfering.
- Provides people support and advice when they need it especially during periods of setback and change.
- Steers their area successfully through difficulties and challenges.

### 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.

### 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.

#### H. AUTHORISATION DETAILS:

Prepared By:	Andrej Zele	Date:	30 Aug 2019
Area Commander /FHQ	Sarah Winmill	Date:	1 Apr 2019
HoD:		Date:	
Evaluation Panel:		Date:	

## Appendix: Legend

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