

**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:	Operational Systems Business Support Officer	Current Grade:	A006
Department	Digital Policing	Division:	A-Division
Reports To:	Digital Support Specialist	No of Posts:	2
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 investigate, analyse and resolve system related calls for service. The post holder will liaise with suppliers of Niche, ControlWorks, iPatrol, DEMS and BWV to resolve issues requiring their support. These requests will be logged electronically with the supplier and monitored until resolution. This will ensure that the Core Operational Policing Systems and mobile solution run efficiently and effectively.

The post holder will provide an effective maintenance, development and system support service to the Force and all Core Operational Policing System users involving first line system support to all users. The post holder will also support any further modules utilised by BTP in future.

The post holder will be responsible for making system changes as directed by the Digital Support Specialist and organising user acceptance testing from the relevant business area prior to release to the Live system environment. The post holder will be responsible for the update of any documents required to deliver this and to communicate the change to system users.

Assisting the second line support function (Operational Systems Manager), Operational Systems Business Analysts, MI Team, Analysis and Insight, Information Management and IT with development, implementations, upgrades, maintenance of the database, to ensure that a collective, customer focused and efficient support service is provided in line with Governance, security and integrity guidelines.

The post holder will also provide training to the professional users of the system, and where needed, support the wider system usage by creating training materials for reference. The post holder will also oversee the management of users of the systems (creating, maintaining and removing users).

The post holder will be responsible for the fall-back control room (silver suite) at FHQ ensuring that is in operational readiness in case of critical emergency incident or loss of FCRL.

The post holder will be responsible for defining sector boundaries following re-structure of the Force and once complete working with the GIS team to get change made to mapping solutions to allow continuity of business.

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

**Financial – Direct or Non-Direct**

None

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

None

**Any Other Statistical Data**

Command and Control and Niche are business-critical operational systems and are delivered to 3,000 Desktops and Laptops across BTP. There are 4,000 users across the force, including specialist bureaus in Force Contact, Crime Recording, Criminal Justice and Intelligence.

Provide operational briefing notes to all users of the systems following upgrades and patches as to new functionality and work with Learning and Development to identify training needs.

Provide specialized support and training to key users of the system based within Force Control Rooms and First Contact Centre.

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

- Provide a support service and respond to all received calls, incoming queries or complaints, investigating/analysing all related issues to the Core Operational Systems (Niche, ControlWorks, iPatrol, DEMS and BWV) in line with all required BTP and governance service standards, procedures and statutory requirements. Maintain customer and colleague relationships (internally and externally) on a continuous basis to maximise the effectiveness of the team ensuring the good reputation of both.
- Provide specialist advice and guidance regarding the functionality and capability of Core Operational Systems. Calls for service via the IT Service Desk that cannot be resolved by service desk staff or other IT staff will be allocated to the team to resolve. Conduct investigation, analyse and resolve system related calls for service. Where required liaise with suppliers to resolve issues requiring their support. These requests will be logged electronically with the supplier and monitored until resolution in a timely manner. This will ensure that the Core Operational Policing Systems and mobile solution run efficiently and effectively.
- Responsible for making system changes as directed by the Digital Support Specialist and Operational Systems Business Analysts including but not limited to creation of new units and the designing of workflows, forms and templates. Post implementation into development environments organising user acceptance testing from the relevant business areas and making any required changes prior to release to the Live system environment. Responsible for the update of any documents required to deliver this and to communicate the change to system users.
- Responsible for organising focus groups with operational front-line staff to develop the mobile solution and present findings to the Digital Support Specialist. Working with Xenium to develop mobile apps and testing functionality prior to release on mobile solution.
- Responsible for overseeing the day-to-day security and integrity of the systems carried out by the Operational System Administrators, managing user accounts and access requests according to the agreed policy and standards.
- Responsible for system acceptance testing when new versions of core operational systems are taken. Understanding the release notes from suppliers and testing new and existing functionality within the systems is working correctly. Logging any faults identified and resolving these with the suppliers in line with deadlines. Once testing is complete organizing and facilitating user acceptance testing and collating the results. Update Learning and Development trainers of any changes to ensure that training materials are updated and that future training incorporates new system functionality. Testing interfaces within the systems following upgrades to ensure they continue to function correctly. Post releases to live environments provide helpdesk function for system users. Ensure that all guidance notes are maintained and fit for purpose in line with any system upgrades and enhancements to reflect Force policies and best practice.
- Communicate effectively and liaise pro-actively with all other system and departmental teams within BTP to develop and implement consistency of best practice across the Force.
- Liaise, consult and attend regular meetings representing both the Force and department at internal & external working parties such as Minerva Specialist Groups, Niche User Groups, ControlWorks Functionality Sub Group, Operational Systems User Group, Operational Systems Management Board and Home Office Forces.
- Look to make efficiency savings within Control Rooms by maximising incident exchange opportunities by liaising with other Home Office Forces obtaining network credentials then liaising with BTP IT to update PSN configuration to allow external traffic to pass through BTP infrastructure into our CAD system. Manage and test incident exchange following system upgrades.
- Undertake maintenance and test activities, and contribute to the continuous development of the systems, incorporating national and local developments.

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**E. DECISION MAKING:**

**Make decisions**

Decide when to escalate reports of problems to both second line support and external supplier, in line with ITIL guidance.

Communicate with the Technology Service Desk regarding system issues and notification of users around unexpected downtime.

**Significant say in decisions**

Provide advice on business processes that may impact systems and the data held within them.

As subject matter expert for Core Operational Policing Systems influence decisions on taking upgrades by explaining what upgrades will deliver and benefits of taking later releases by using supplier technical roadmaps reducing system downtime and resource time spent within the team, IT and business testers.

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

**Internal**

Provide support to all levels of the organisation, for any aspect of usage of ControlWorks, Niche iPatrol, DEMS and BWV.

Good working relationships with all Police Officers and stakeholders from across the business.

**External**

External Suppliers (e.g. Niche, Capita and Xenium) – both second line support, functional and technical consultants and product managers.

All Forces within England, Wales and Scotland.

Counterparts from Forces using ControlWorks, Niche, Xenium, DEMS and BWV to exchange knowledge and seek new ways of working and best practice.

Minerva Group attendees from all areas of the Niche user community (crime, intelligence, case, custody and gazetteer working groups).

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

**Essential Criteria:**

**Qualifications and Training:**

- GCSE/O Level (or equivalent) qualification in mathematics, computing or science or equivalent experience.
- ITIL Foundation certificate.

**Experience**

- Demonstrable experience of effectively operating a business database.
- Demonstrable experience of having worked in a large organisation, with multi-disciplinary teams.
- Demonstrable experience of a large database, including providing first line support to users.
- Demonstrable experience of effective relationship management of colleagues and customers (internal and external to the organisation).
- Demonstrate experience of working with sensitive information.
- Will have proven experience in system administration and maintenance, or equivalent service delivery function with a 'technical' component
- Will have proven experience of working in a service delivery environment.

**Skills:**

- Strong IT skills with knowledge of the relevant IT systems.
- Strong attention to detail.
- Ability to work using own initiative – excellent personal organisation.
- Ability to work unsupervised, prioritise and remain calm, generating high quality work whilst under pressure to deliver against tight timescales.
- Excellent written, verbal and interpersonal skills including tact and discretion.
- Excellent problem-solving skills.
- Ability to relate impact of own role to wider organisational and departmental plans.
- Strong customer service orientation.
- Effective team worker with the ability to adopt a collaborative approach.
- Ability to effectively resolve work related issues.
- Ability to challenge and achieve a positive outcome.
- Achievement orientation with a drive to deliver.
- Gather information from a range of sources to understand a situation ensuring it is reliable and accurate. Analyses the information to identify important issues and problems. Identifies risks and considers alternative courses of action to make relevant decisions.

**Knowledge:**

- Awareness of the Policing environment and familiarity with how a 24/7 organisations works.
- Knowledge of software testing and methodologies.

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**Desired Criteria:**

**Qualifications and Training:**

- Customer service qualification.
- ISEB Certificate in software testing.
- European Computer Driving Licence - or other equivalent computer literacy accreditation / qualification

**Experience:**

- Previous experience working in the police service, or other 24/7 organisation.
- Application testing using a structured approach, e.g. using test scripts / recording results, raising defects etc

**Skills:**

- Able to research, analyse and interpret information.
- Proven experience of training and supporting users of an IT based system and the ability to explain technical ideas and concepts to a non-technical audience.

**Knowledge:**

- Knowledge of relevant BTP processes and procedures.
- Knowledge of software testing and methodologies.
- Knowledge of police processes across Contact Management and Core domains.

**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.*

- Customer base support is required nationally, and some areas may require different support to other areas and travel will be required at times throughout England, Wales and Scotland.
- Project work is required and may result in occasional working outside normal hours.
- Travel to supplier sites for workshops and testing may also be required.
- May be required to work hours between 7am and 7pm to ensure business support coverage so some flexibility is required.
- May be required to work out of hours to support system upgrades.

**I. AUTHORISATION DETAILS**

Prepared By:	Miles Fielding	Date:	06/01/2020
Division Commander /FHQ HoD:	Supt. Chris Casey	Date:	06/01/2020
Evaluation Panel:		Date:	

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