

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 Application Services

Current
Grade: C002

Department: Technology

Area: Force Headquarters

Reports To: Chief Technology Officer

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 Head of Application Services plays a critical role in designing, influencing, enabling and delivering the overall Vision & Digital Strategy of the Technology department. Role supports services and delivery to the requirements Digital Policing and transformation required in the short, medium and long term.

Reporting into the CTO, and managing a team of approximately 25 staff across Cloud, Data and Operational Technology Services. Supporting BTP business objectives and policing strategy through the delivery of analysis and insight. Takes a central role in the on-going development of the BTP integrated systems approach, mobile development and deliver the IT digital strategy.

The development and exploitation of expertise in any specific area of technology, technique, method, product or application area.

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

Financial – Direct or Non-Direct

Direct: Exercises control over Licenses, Applications and Cloud related expenditure, capital and revenue, in excess of £2million per annum. Management of various outsources vendors and responsible for delegated digital budgets up to £1million.

Non-direct: Responsible for providing best value advice and guidance for all Applications related expenditure.

Staff Responsibilities – Direct or Non-Direct

Direct: Responsible for the management of 4 managers and 25 staff members..

Non Direct: Responsible for the management of suppliers and contractors

Any Other Statistical Data

The manager plays a key part in establishing internal and external business relationships, supporting Digital Transformation and benefits realisation of BTP2021.

Extensive experience of agile methodology and frameworks like Scrum, Kanban, etc. Strong knowledge of Scrum theory, rules and practices. Teach Scrum to the team; ensure the team adheres to Agile values and Scrum Practices.

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								
Systems development	0	1	2	3	4	5	6	7
Systems development management							<input type="checkbox"/>	
Service management								
Service strategy	0	1	2	3	4	5	6	7
IT management						<input type="checkbox"/>		
Service operation	0	1	2	3	4	5	6	7
Applications support						<input type="checkbox"/>		
Problem management						<input type="checkbox"/>		
Procurement and management support								
Supply management	0	1	2	3	4	5	6	7
Supplier relationship management						<input type="checkbox"/>		

Strategy and architecture

Advice and guidance

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.

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

Systems development

Systems development management - Level 6: Initiate, influence:

- Identifies and manages the resources necessary for all stages (planning, estimation, execution) of individual systems development projects to ensure technical, financial and quality targets are met.

Service management

Service strategy

IT management - Level 5: Ensure, advise:

- Takes responsibility for the design, procurement, installation, upgrading, operation, control, maintenance (including storage and communication of data, voice, text, audio and images) and effective use of IT infrastructure components and monitors their performance.
- Provides technical management of an IT operation, ensuring that agreed service levels are met and all relevant procedures are adhered to.
- Schedules and supervises all maintenance and installation work.
- Ensures that operational problems are identified and resolved.
- Provides appropriate status and other reports to specialists, users and managers.
- Ensures that operational procedures and working practices are fit for purpose and current.

Service operation

Applications support - Level 5: Ensure, advise:

- Drafts and maintains procedures and documentation for applications support.
- Manages application enhancements to improve business performance.
- Ensures that all requests for support are dealt with according to set standards and procedures.

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.

Procurement and management support

Supply management

Supplier relationship management - Level 5: Ensure, advise:

- Maintains a broad understanding of the commercial IT environment, how the organisation sources, deploys and manages external partners and when it is appropriate to use in-house resources.
- Develops and manages contracts with suppliers to meet key performance indicators and agreed targets, taking account of information security of third parties.
- Is responsible for the liaison between the organisation and designated supplier(s).
- Carries out benchmarking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed.
- Is responsible for the management and implementation of supplier service improvement actions and programmes.
- May be responsible for managing a discrete IT function or service in a multi-supplier environment.

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 all levels of officers and staff.

External

Contact with contractors, third party suppliers and Home Office equivalents.

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

Qualifications and Training:

Business Application Managemet

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

Accredited to ITIL Foundation Level or higher

Experience:

Team management in a multi disciplinary environment

Implementation and delivery of Agile approach to delivery of projects.

Knowledge:

Knowledge of requirements definition and reporting methods

Strong understanding of business processes that underpin an organisation, focusing on the role of information provision

Good knowledge of Supplier and Vendor Management

Detailed knowledge of Microsoft's product offerings including capabilities and competitor products

Good knowledge of application interfacing tools and techniques.

Good knowledge of software development tools, techniques and life cycle

Skills:

Team management

ITIL, Prince2, recognised development delivery methodologies

Holistic view of change in modern digital and application development environments

BTP Framework

Business	0	1	2	3	4
Accountability				<input type="checkbox"/>	
Customer Service				<input type="checkbox"/>	
Decision Making				<input type="checkbox"/>	
Effective Communications				<input type="checkbox"/>	
Influencing Others				<input type="checkbox"/>	
Initiative				<input type="checkbox"/>	
Interpersonal Relationships				<input type="checkbox"/>	



Leadership				<input type="checkbox"/>	
Negotiating				<input type="checkbox"/>	
Problem Solving				<input type="checkbox"/>	
Team Management					<input type="checkbox"/>
Teamworking				<input type="checkbox"/>	
Technical	0	1	2	3	4
Database knowledge (SQL, Oracle Rx)				<input type="checkbox"/>	
Knowledge of BI and data warehousing tools including ETL				<input type="checkbox"/>	
Preparation of Business Cases				<input type="checkbox"/>	
Service Desk or Incident Management Software (any)				<input type="checkbox"/>	

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.

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.

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.

Team Management - Level 4: Subject matter depth and breadth

- Uses individual as well as group goal setting to maximise performance.
- Brings excellent performance to the attention of the larger organisation.
- Seeks resources that will enhance the teams productivity.
- Cultivates a feeling of energy, excitement and optimism in the team.

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

Database knowledge (SQL, Oracle Rx) - Level 3: Extensive Experience

Knowledge of BI and data warehousing tools including ETL - Level 3: Extensive Experience

Preparation of Business Cases - Level 3: Extensive Experience

Service Desk or Incident Management Software (any) - Level 3: Extensive Experience

H. AUTHORISATION DETAILS:

Prepared By:	Andrej Zele	Date:	28 Mar 2019
Area Commander /FHQ	Sarah Winmill	Date:	28 Mar 2019
HoD:		Date:	
Evaluation Panel:		Date:	

Appendix: Legend

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