

Job Title: ICT Manager CTPSE	
Job Evaluation Number	C275

JOB DESCRIPTION

Job Title: ICT Manager CTPSE	Location: CTP SE
Job Family: ICT	Role Profile Title: BB5 Police Staff
Reports To: CTPSE Head of Resources	Band level: 5V
Staff Responsibilities (direct line management of): IT Engineer(s), IT Specialist Engineer(s) and IT Support Officer(s)	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Manage the CTPSE IT Team and infrastructure with the aim of improving CTPSE IT infrastructure and connectivity, providing specialised IT Support and resources in respect CT operations and projects. Represent CTPSE when engaging with IT across the regional forces and in Counter Terrorism Policing Headquarters (CTPHQ), for example in the implementation of programmes and projects falling within the scope if ICT and CTPSE.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspects of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Provide technical architecture/design expertise and support for the implementation and maintenance of CTPSE Networks and CTPSE connectivity into Regional Forces that fall outside of local ICT Governance. Apply standards that fall under CTPSE Governance across the South East Region, and as part of the National CT Network.
2. Manage programmes and projects using industry methods (e.g. PRINCE2) on behalf of CTPSE SLT. Work in partnership with National and Regional CT Project Management as required in line with the CONTEST Strategy.
3. Initiate and proactively manage the delivery of IT services within CTPSE across the IT technical team, identifying and implementing continued service improvement plans, demonstrating tangible improvements in service, efficiency and business benefits.
4. Develop and maintain partnerships with CTPSE senior leaders, CTPHQ and Regional IT Departments, Project Teams and other relevant agencies to ensure technical information and business requirements are clearly understood, and the impact on the CTPSE infrastructure is taken into account.
5. Review, evaluate and implement (where appropriate) new technologies to enhance the operational capability of CTPSE and ensure value for money for the Unit. Maintain an up to date knowledge of innovations and provide training and coaching to colleagues in order to share and disseminate best practice and enhance operational performance.
6. Maintain the CTPSE IT department's awareness of business developments in CTPHQ and across the five regional forces, and establish how they will be delivered to ensure that IT systems, solutions and services delivered address business needs in CTPSE and provide business benefits.
7. Establish and communicate the contribution that technology can make to business objectives to ensure that the team are involved as early as possible in business developments in order that ICT can be fully exploited in order to realise the opportunities and benefits presented.
8. Prioritise and manage conflicting IT demands from CTPHQ and CTPSE to ensure programmes and projects are delivered on time and within budget.

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c. **DIMENSIONS:** Include matters such as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:
CTPSE covers the 5 regional force areas of Thames Valley, Hampshire, Surrey, Sussex and Kent and has over 800 staff working across this area on differing IT systems bringing daily issues in terms of connectivity which need resolving with regional forces. In addition there are national IT systems, projects and programmes which need to be implemented across the CTPSE unit. The post holder will be the main link into CTPHQ for these and will advise the SLT on the impact to CTPSE and the existing IT infrastructure.
To be successful within this role, the role holder will need to build effective working relationships with managers at all levels across the region, with key stakeholders within force IT teams and in CTPHQ IT.
The regional and national CT Estates Strategies are under review and CTPSE is actively looking for a new location and new ways of working all of which will involve IT input in the design and delivery.
By maintaining a full appreciation of the technological developments the post holder can ensure that IT equipment purchases represent the best value for money, by considering robustness and flexibility of equipment, whilst anticipating integration with future needs.
It is the responsibility of a manager to evaluate and make recommendations in the appropriate manner, which will benefit the discipline, the unit, and the colleagues using the equipment and software.

d. **CHARACTERISTICS OF THE ROLE**

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. Qualified to at least Degree level in an IT discipline, including knowledge of Computer Design, Computer Programming, Internet Protocol Networking and Telecommunications (or equivalent).	E
2. Able to demonstrate continual professional development and post education training in relevant industry technology (e.g. Cisco CCNP & Microsoft training)	E
3. Qualified in at least one industry standard Project Management Technique, or equivalent experience in managing IT projects.	E
4. Extensive up to date experience, in a technical environment and with an ability to undertake a multifunctional leadership role; able to demonstrate up-to-date knowledge of relevant technologies including various modes of communication, whilst also leading a team.	E
5. Experienced IT Manager having delivered IT services in a similarly complex environment using industry recognised approach such as ITIL	E
6. Excellent communication skills, both verbal and written are required to effectively liaise with a wide range of people at all levels, including other Forces. Ability to deliver concise reports and presentations about technical matters to a varied audience, including stakeholders from outside the IT discipline	E

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8. Proven ability to work in a secure and confidential environment with the highest standards of integrity; able to recognise sensitive information and maintain discretion and confidentiality at all times.	E
9. Must have capability to travel to different locations across the South East region (Sussex, Surrey, Hampshire, Thames Valley and Kent) when required, and any other part of the UK as directed. Due to the requirement to work flexibly*, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential	E
10. Knowledge of Police ICT systems and process.	D
Additional comments: * working hours and level of flexibility are specific to each role and will be discussed at interview.	