

Job Title: Service Improvement Technical Developer	
Job Evaluation Number	C055

## JOB DESCRIPTION

<b>Job Title:</b> Service Improvement Technical Developer	<b>Location:</b> HQ South
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB3 / BB4 Police Staff
<b>Reports To:</b> Management Information Technical Consultant	<b>Band level:</b> 3H (entry level) 4I (enhanced)
<b>Staff Responsibilities (direct line management of):</b> Nil	

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

**The overall purpose of the role is to:** support the Management Information Technical Consultant in the development and delivery of automated, interactive management information solutions that enable the Force and partners to assess and improve the quality of service that is delivered to the public

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect 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. Develop Power BI Reports, utilising modelled and stand-alone datasets, to allow key stakeholders across the organisation and partnership to review and improve service delivery of their areas, departments, teams or services.
2. Develop applications using Power Apps and automate processes using Power Automate to ensure the effective capture of reliable data for management information within Service Improvement and other departments.
3. Maintain the legacy reporting solutions (Business Objects and Excel VBA) whilst helping to facilitate their transition to the current reporting tools.
4. Liaise with ICT staff in the provision of new (and enhancement of existing) data sets to improve the range of reporting available to the organisation.
5. Support other teams within Service Improvement in the research, analysis and presentation of management information, including the development of infographics, providing training where appropriate.
6. Monitor the use of created products and provide relevant statistical analysis to decision makers to aid evaluation of said products and opportunities for enhancements.

**In addition to the 3H key accountability areas, the enhanced role (4I) requires:**

7. Using subject matter expertise, liaise with customers and enabling departments across the organisation to agree business rules, negotiate realistic requirements and document agreed deliverables.
8. Proactively identify areas for innovation and enhancement to management information processes within the unit and wider Force to ensure the unit/Force operates as efficiently and effectively as possible.
9. Support the Technical Consultant in contributing to the delivery of Force-wide programmes and projects.
10. Operate and provide expertise to the Force on any of the technical (including management information, modelling and graphical) packages available for use in support of ongoing activities.

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11. Utilise knowledge and skills to support and aid the development of others, both in a formal mentoring capacity and as subject matter experts.

c. **DIMENSIONS:** Include matters 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:**

The Service Improvement Unit is responsible for identifying issues impacting on the efficiency and effectiveness of Force and for facilitating improvement. This is in terms of the quality of service delivered by the Force, how well the Force assesses and manages risk and how well it identifies and manages demand. The Unit therefore has a wide-reach and mandate to significantly influence front-line policing and the experiences of the public. The Unit is responsible for both supporting LPAs and OCUs in their service delivery and for overseeing the accountability process on behalf of CCMT.

This is a specialist user post which relies on a high level of computer literacy beyond standard practitioner level. This role is called upon to solve reporting problems beyond the capabilities of "general" staff, by creating custom variables, queries and liaising with ICT in the addition of new data fields. In the enhanced role the staff member would be proficient in creating complex variables and queries and liaising with ICT on significant enhancements/alterations to our existing data architectures.

Management Information provided by the team will be used widely by staff at all levels across the Force and partner agencies to inform key strategic and tactical decisions in the management of threat, harm and risk.

The post holder will need to develop knowledge of a wide range of areas of policing, (for example, crime and intelligence, PVP, CRED, Criminal Justice, HR, Forensics) and where relevant the structure and running of our partner agencies (such as social care, the NHS and Public Health). In the enhanced role there would be an expectation that this knowledge would develop into expertise in one or more of these business areas.

**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.

<b><i>The knowledge or skills required in the role for entry level (3H) are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Degree / relevant business qualification or substantial experience in a similar role.	E
2. Excellent knowledge of Microsoft Office 365 and the ability to quickly learn bespoke software packages such as CMP and Niche RMS.	E
3. Experience of developing Power BI reports, to include use of Query Editor for data cleansing and combining datasets.	E
4. Very good communication (technical/non-technical), presentation and coaching/training skills, including the ability to interface at all levels within the organisation.	E
5. Ability to prioritise and plan work according to a number of competing demands and requirements, with strong analytical skills and a proven aptitude for problem solving.	E
6. Experience of developing reports in SAP Business Objects and writing procedures in Visual Basic for applications (VBA).	D

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7. Working knowledge of Thames Valley Police systems such as Niche and PeopleSoft	D
8. A good understanding of a wide-range of areas of policing including neighbourhood policing, serious & organised crime, other volume crime, intelligence, public protections, contact management, criminal justice, use of resources & finance.	D

<b><i>In addition to the above, the knowledge or skills required for the enhanced level (4I) role are as follows:</i></b>	
1. Experience of developing complex processes using Microsoft Power Automate and developing applications using Microsoft Power Apps	E
2. A very good knowledge of policing as well as an expertise in one or more areas that is applied effectively in the development of Service Improvement products.	E
3. Able to work independently whilst also remaining team focussed.	E
4. Ability to lead workshops/focus group sessions with stakeholders, agree requirements and manage expectations	E
<b><u>Additional Comment:</u></b> The higher linked grade is accessed by completing and maintaining the portfolio requirements.	