

Job Title: Airwave Operational Manager	
Job Evaluation Number	B799

JOB DESCRIPTION

Job Title: Airwave Operational Manager	Location: Kingfisher Court, HQ North
Job Family: Operational Support	Role Profile Title: BB4 Police Staff
Reports To: Customer Service Manager	Band level: 4I
Staff Responsibilities (direct line management of): 1 x CR&ED Operations Manager	

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

The overall purpose of the role is to: ensure maximum strategic, tactical and operational benefit is derived from the use and deployment of the Airwave communication network and allied technologies and processes.

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:	% time
1. Provide Airwave advice to the business and operational users both in terms of tactical usage and strategic direction.	20
2. As the Airwave Tactical Advisor, provide advice to the Force and partner agencies in preparation for, and in response to, major operational requirements.	15
3. Through a variety of delivery methods, drive continual improvement by supporting the development of colleagues, including Control Room management and operators and LPA officers to increase their technical expertise and operational effectiveness.	15
4. Act as technical and business specialist in the implementation of any changes to the radio/ data communications network.	15
5. Investigate, implement, manage and report on all Airwave integrated systems and interfaces, including Automatic Resource Location Systems, ensuring the Force gains the best possible value and operational advantage. Identify areas of improvement (including cost savings) within Airwave and Control Room working practices.	10
6. Lead, manage and develop the CR&ED Operations Manager, ensuring a coaching culture is embraced and performance managed effectively through PDR. Ensure health, safety and welfare needs of this member of staff.	10
7. Represent the Force at various local, regional and national Airwave forums as a technical expert; influence areas of accountability and ensure information sharing back into Force where appropriate.	5
8. Act as the Force SPOC in terms of Operational Representative for all Airwave issues including authorisation of planned engineering work and recommending approval of Talkgroup sharing between partner agencies.	5
9. Develop, maintain and utilise record management systems and databases in support of technical and operational decision making within the Force.	5
Additional Comments In periods of abstraction, provide resilience for the CR&ED Operations Manager, covering attendance at relevant meetings and making decisions as required.	

Job Title: Airwave Operational Manager	
Job Evaluation Number	B799

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:

CR&ED answers 1.9 million calls pa and creates approx. 600,000 pa incidents requirement deployment from these calls. The deployment of officers to incidents is managed through the Control Rooms via the Airwave radio communication network.

The effective and efficient use of this network across the force and with other partner agencies and other forces is essential in the management of incidents, both of a planned and spontaneous nature. Providing relevant, timely advice, guidance and direction to a wide audience on the use of Airwave is a key part of the post holder's responsibility.

Over the next 8 years, Airwave will be replaced through the Emergency Services Mobile Communications Programme, a national Programme being run through the Home Office. There will be a huge volume of business and technical change involved and the post holder will be heavily committed to this in the run up to, and implementation of the new system.

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:	E/D
1. Effective communication and interpersonal skills with the ability to influence and negotiate at senior levels within the organisation.	E
2. Excellent problem solving and decision making skills.	E
3. Enhanced knowledge and experience of strategic & tactical deployment of Airwave technology with a proven track record in operational delivery at both levels. Must be a current or previously qualified Airwave Tactical Advisor with operational experience in that role, or willing to achieve this.	E
4. Proven ability to maintain confidentiality.	E
5. Proven ability to work and remain calm under pressure and have the ability to prioritise workload within deadlines with minimum supervision.	E
6. Recent operational experience of developing effective interoperability through Airwave technology and processes.	E
7. Good IT skills with proven experience in all Microsoft Office applications.	E
8. Proven ability to design, produce and interpret management information.	E
9. Experience of leading and managing a team.	D
10. Experience in managing change across multiple locations.	D
11. Proven ability to deliver training and briefings, including Level 3 (Award) Training qualification or equivalent.	D
12. Experience within a Police Control Room operational environment, including knowledge of Police Force technology, operation orders, force policies and procedures.	D
Additional Comments: The post holder will be required to carry out an 'On Call Airwave Tactical Advisor' function alongside the CR&ED Operations Manager.	

Job Title: Airwave Operational Manager	
Job Evaluation Number	B799

The post holder will be required to be vetted to SC level.

Problem Solving: All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

The problems that have to be dealt with in carrying out this role include:

1. Respond to reports of Airwave and allied communications failures within TVP; provide advice and guidance to all levels to ensure minimal operational impact. Identify impacts and resolution options to the failures, recommending changes to protocol to mitigate risk of future issues.
2. Implement effective communications for large scale pre-planned and spontaneous events and incidents, react confidently and reliably to rapidly changing circumstances
3. Investigate and make recommendations on continuous improvement within the use of Airwave to ensure an efficient, effective and economic service is provided.

Planning: Refers to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

The role involves the following planning activities:

1. Overall responsibility for the effectiveness of communications using Airwave at all pre-planned operations and events within the Force.
2. Operational implementation of National Fleetmap requirements as directed by the Home Office.
3. Operational implementation of those parts of the Emergency Services Network that will directly replace Airwave.
4. Radio device audit planning and completion as directed by CESG.

Freedom to Act: Describes the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

The degree to which the role provides freedom to act is as follows:

1. Investigation of opportunities to improve efficiency and reduce costs. Implementation subject to ratification from Strategic Airwave Group and other relevant forums.
2. Airwave strategy, tactics and operational deployment without prior approval.
3. Airwave fleetmap and radio availability adjustments – including Talkgroup allocations, radio issue and radio reprogramming decisions – without prior approval.
4. Talkgroup sharing between partner agencies.

Interpersonal skills: Describes the ways in which the job relates to people and uses interpersonal skills.

The role involves exercising interpersonal skills as follows:

1. Ability to communicate and motivate users and Airwave sharers.
2. Ability to communicate confidently and with conviction in respect of the opportunities provided by Airwave and its subsequent replacement.

Job Title: Airwave Operational Manager	
Job Evaluation Number	B799

3. Ability to communicate with, inform and influence a variety of stakeholders, including Senior Managers within the Force and ACPO.

Communicating: Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

The role involves communicating to people as follows:

1. Preparing briefing reports, including recommendations for activity within TVP and/ or for external audiences such as the Home Office.

2. Preparing papers, presentations and other briefing material for Airwave users, including Control Room supervisors, operators and operational resources.

3. Representing users and TVP at national and regional Airwave meetings.