

Job Title: ESMCP Technical Support Specialist	
Job Evaluation Number	C315

## JOB DESCRIPTION

<b>Job Title:</b> ESMCP Technical Support Specialist	<b>Location:</b> Various (see advert for details)
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB3 Police Staff
<b>Reports To:</b> Senior Project Manager	<b>Band level:</b> 3S
<b>Staff Responsibilities (matrix management):</b> Project Support Officer (project dependant)	

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

**The overall purpose of the role is to:** provide and coordinate technical knowledge/activity required for the Emergency Services Mobile Communications Programme (ESMCP) across Thames Valley, Hampshire, Surrey and Sussex Police Forces.

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. Provide technical expertise and act as the ESMCP SME working alongside the regions Airwave and supporting infrastructure teams. This includes overt Airwave devices, Integrated Communications Control System (ICCS), Airwave fleet mapping, and Airwave coverage.
2. Engage within the region to identify and quantify existing capability and performance of Emergency Services communication and associated technologies, using this as a springboard to identify options for improvement in the move to ESN.
3. Provide expert network and communication infrastructure knowledge to direct projects and change initiatives as required.
4. Support the transition from Airwave, ICCS, telephony, to a new ESN infrastructure from development and test environments into live usage.
5. Represent the ESMCP team at various local, regional and national meetings & forums as a technical representative and ensure an appropriate level of information sharing back into the team where appropriate. To include internal and external meetings including other emergency services, Home Office and third party equipment suppliers.
6. Represent the department within the Force offering advice and knowledge on Force systems where appropriate. Provide advice and guidance both within the organisation and inter-force on technical matters and policy relating to Business processes and data and their deployment within information systems
7. Contribute and support the Senior Project Manager where necessary with commercial negotiations with external third party equipment suppliers.

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

**Further Comments:**

The role holder will provide technical assurance, feeding into the decision to transition from Airwave to ESN for their respective region.

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The role holder will work closely with Radio Communication Teams across the four Forces and will be required to work with the programme team at the relevant locations although primarily based in one region SC or SE.
The role holder will be the technical liaison with third party equipment suppliers.
Works under general supervision but uses discretion in identifying and resolving problems seeking confirmation from senior staff on technical, design, development and support matters.
Work is received usually as specific instruction or as part of a planned work package issued by the Senior Project Manager.
The role holder will work with subject matter experts across the region using negotiating skills to identify and promote best practise.

**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 are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Technical knowledge of Integrated Communication Control System (ICCS) and an understanding of the deployment of network coverage and infrastructure.	E
2. Able to understand how the application of mobile and radio technology impacts the Forces operational Policing, business objectives and processes.	E
3. Excellent communication skills (written and oral) with a proven ability to negotiate and influence. Must be a team-worker who is flexible and adaptable but can also work with little direct supervision.	E
4. Experience with technical documentation, such as: system reviews, Impact assessments, creation of high-level designs and requirements, process improvement and consolidation.	E
5. Must be security vetted to SC level or willing to undergo vetting SC level.	E
6. Liaise with other police forces, emergency services organisations and external organisations to ensure that opportunities for adopting best practice principles are fulfilled for ESN project deliverables.	E
7. Recent experience of communicating, influencing and negotiating successfully at all levels with internal/external customers and suppliers. Excellent interpersonal skills and the ability to form effective relationships with stakeholders.	E
8. Be responsible for the identification and escalation of project risks and issues, including assisting in the development of contingency plans.	E
9. Knowledge or experience of working within a project or programme environment and related software applications. E.g. Excel, Word, PowerPoint.	E
10. Knowledge or experience of Airwave Device and Fleet mapping/Talk groups	E
11. The ability to understand, analyse and generate statistical information in relation to projects and programmes from a number of different sources.	D
12. Assisting in the planning and delivering of project objectives within the programme, using appropriate project management techniques.	D

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13. Awareness of the use of Airwave Devices and mobile devices (Phones, MDT's etc.) in an operational policing context.	D
14. Relevant technical qualification equivalent or proven experience in a relevant discipline.	D
15. Must have capability to travel to different locations across the four Force region and undertake all assignments in a timely manner. 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
<b>Additional comments:</b> * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorized vehicle.	