

JOB DESCRIPTION

Job Title: Business Support Officer	Location: Hybrid
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Product Manager, or Single Online Home Manager, or Senior Business Support Officer	Band level: 3H
Staff Responsibilities (direct line management of): Nil	

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

The overall purpose of the role is to: provide a centre of excellence to support and lead the user community of Hampshire Constabulary and Thames Valley Police's shared systems. Provide a business support and development service to users, maintaining system configurations where required. Support both forces to deliver effectiveness and efficiency benefits through change processes by building strong relationships with business users, force change teams and ICT department colleagues.

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. Build and maintain detailed a knowledge of the system or platform and its structure, and support Technical Leads and/or other colleagues in administering and configuring various aspects of these (including, where necessary, the compilation and maintenance of bespoke reports and forms). Support in the correct configuration of live, test and training systems where required to ensure the most appropriate use across the Forces.
2. Manage a timely and quality support process for system users experiencing issues or providing feedback, resolving issues or queries where possible and escalating where necessary. Once fixed: receive, disseminate and test those resolutions before release into the live environment.
3. Assist in the development of innovative and creative solutions in order to continually develop systems and processes and the forces' capabilities. Support the coordination of user acceptance testing and the evaluation of the process with business users in relation to new or amended functionality.
4. Collaborate with other system teams, developers (both internal and external), and other force technical teams to gather a strong understanding and working knowledge of the forces' system automations and integrations, and the policies and processes supporting these.
5. Support specified change activities as they relate to the system (including design, testing, release and go-live support), coordinating with relevant business leads in order to deliver timely and effective change. Prepare and deliver development workshops & functionality change focus groups, assisting in the impact analysis on future business processes.
6. Create, amend, maintain and analyse reports on system usage and performance, offering insight and sharing this with stakeholders as required. Assist in the development of templates and / or reporting systems (including bespoke scripts) where required to deliver system and performance data to business users. Extract, manipulate, and upload data into systems in support of user and system requirements.

7. Design, create and publish training guides, lesson plans, guidance documents and e-learning packages in partnership with Learning and Development / Corporate Communications colleagues to support, gain buy-in for and embed change as business as usual. Assist with the creation and maintenance of knowledge articles for known incidents or issues to enable users to self-serve where appropriate.

8. Identify, develop, and support best practice in the operation of the systems through quality engagement with business users. Streamline processes and identify effectiveness and efficiency savings, sharing findings with Product Teams.

9. Support the Data Quality Team to maintain the integrity and credibility of the forces' system data, challenging poor standards of use and identifying individual or group training needs. Liaise with various internal departments to undertake backend data integrity and audit activities to improve standards across the system.

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:

In addition to the system-specific requirements given below, the role holder will:

1. Support up to 11,000 internal users across both forces.
2. Influence users and stakeholders at various levels and negotiate with them to ensure maximum product quality and efficiency.
3. Liaise with suppliers, external partners, and other forces on a regular basis
4. Gather evidence and requirements from business leads through day-to-day engagement in order to influence delivery roadmaps and the prioritisation of backlog items.
5. Work with a high level of autonomy, managing their own time, enabling quality decision-making, disclosure and risk management by business users.

Niche Records Management System (RMS)

1. Create and maintain system-required administrative documents and records to an exacting standard for the purposes of Disaster Recovery and integrity purposes.
2. Undertake extensive audit and physical environment checks as required.
3. Support in the correct configuration of live, test and training systems to ensure the most appropriate use across the forces.

Contact Management Platform (CMP)

1. Develop expertise on technical elements of the system and integrations with other force systems, e.g., Niche RMS and force duties (DMS/CARM).
2. Ensure there are continuous upgrades/improvements for the system. This includes creating a process for all departments to request, discuss and negotiate potential change.
3. Assist with the ongoing development and innovation of CMP and other Contact Management (CM) related technologies, supporting the implementation and evaluation of CM technology across both forces ensuring it meets business needs effectively and at the earliest opportunity.

PRONTO

1. Work collaboratively with local and regional police partners (Thames Valley, Hampshire, Surrey and Sussex) to co-ordinate activities in support of the continuous development and effective management of South East Pronto.
2. Create and manage tickets in the product backlog, supporting regional development sprint planning activities and co-ordinating test plans.
3. Provide expert 'hypercare' support to front line users of Pronto, dealing with new requests and incidents raised via the Pronto Service Now portal, including managing the creation of new user accounts and assigning permissions according to role, working with the Technical Lead as required.

Single Online Home (SOH)

1. Represent the Single Online Home Manager in local and national governance and service delivery.
2. Work collaboratively with local and national stakeholders in order to develop and deliver online services, ensuring we consider local strategic requirements at every opportunity whilst balancing user and operational needs.
3. Engage regularly on behalf of both forces with national stakeholders to escalate / resolve faults and issues (e.g., the SOH Development & Content Teams, Met Police ICT and external suppliers).

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.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Minimum of 2 GCSE's grade 9-1/A*-E, including Maths and English, or work experience deemed to have brought the candidate to a comparable level.	E
2. Self-motivated and able to use own initiative to plan and prioritise own workload with a keen attention to detail, meeting deadlines with minimum supervision.	E
3. Ability to communicate and build effective relationships with stakeholders at all levels of the organisation with experience of providing a high level of customer service.	E
4. High level of computer literacy with ability to work with systems or databases, and commitment to learn and implement new systems as technology changes / advances.	E
5. Proven ability to investigate, diagnose and analyse issues and problems through a logical approach with strong attention to detail across many systems. Ability to recognise issues requiring escalation.	E
6. Good understanding of GDPR and the importance of maintaining discretion and confidentiality whilst working in a secure environment with sensitive information.	E
7. Must have the capability to travel to different locations across both forces, and regionally and nationally as necessary, undertaking all assignments in a timely manner. Public transport may not be available or suitable at these times.	E
8. Knowledge of, or a willingness and ability to learn, application development software tools, languages, and/or database software e.g., T-SQL, XML, XSLT, CSS (DWD), HTML, VBA, and Java Script.	D

9. Knowledge of CRM (Customer Relationship Management) systems and/or DevOps.	D
10. Experience of system administration and / or support along with an understanding of reporting, auditing, and data monitoring methodologies to support senior management.	D
11. Knowledge of Policing systems, policies, and procedures, including GDPR, Computer Misuse, Human Rights and Freedom of Information, in support of system processes in order to support end users as well as allow effective development.	D