

JOB DESCRIPTION

Job Title: Technical Lead	Location: Hybrid
Job Family: Business Support	Role Profile Title: BB4 Police Staff
Reports To: Product Manager	Band level: 4T
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 comprehensive technical understanding of a core shared system and facilitate its ongoing maintenance and development through quality interactions across the forces. Support the Product Manager in delivering the product roadmap whilst fostering an environment where compliance and data integrity are always top priorities. The role has overall responsibility for the technical configuration requirements of the system.

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 expert knowledge of system application, to administer and configure the system at the highest level, where appropriate. Provide expert technical advice and guidance to users at all levels; work closely with the Product Manager to maintain compliance with system operating policies and procedures.
2. Liaise with product managers for the prioritisation and authorisation of backlog activities, schedule and implement requirements from product backlogs effectively by delivering product fixes or enhancements in a timely fashion with minimal disruption to service deliver.
3. Explore, manage, and resolve complex functionality faults using root cause analysis and other appropriate methodologies. When necessary, provide detailed evidence or reports to system suppliers, ICT, and the product manager. Thoroughly test resolutions to examine the impact these have on functionality before communicating to wider user community.
4. Lead rigorous user acceptance testing (UAT) and implementation plans for delivery of systems updates or new releases. Update relevant documentation, keep records of results, and make recommendations to the business owner(s) for sign-off. Maintain with ICT or suppliers the correct configuration of live, test and training systems to support live use, development, and training across both forces.
5. Acting as the single point of contact for suppliers in relation to technical aspects of issue investigation, resolution, and system development. Take a proactive approach to identifying risks and defects within the system in partnership with relevant stakeholders; establishing comprehensive risk mitigation strategies to resolve faults with minimal disruption to users.
6. Manage critical technical integrations or interfaces between core systems. Work closely with ICT, Data Quality Team and business users to ensure that information flows seamlessly between systems and that it is recorded properly with all necessary markers applied.
7. Interpret user and support requirements; inform the design and creation of documents, forms, and/or complex scripts. Facilitate the reporting and management of live data in order to both ensure its effective usage and maintain its integrity.

8. Understand the technical implications of legislative changes affecting the systems and projects ensuring that there is effective consultation, planning, implementation and communication with the relevant product manager, stakeholders, and users.

9. Support both forces as the single point of contact for technical queries relating to audit functionality and its ongoing development (e.g., Professional Standards Units). Work closely with audit and data quality teams as required ensuring we consider data integrity and quality in any system development.

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:

The role requires the understanding and use of a wide range of technical languages for data manipulation or interrogation, which we cannot achieve through other reporting means. The outputs could include management reports from force systems, and/or scripts for system interrogation and updates, complex searches to support force users, as well as updateable forms that could support efficient use of system data. This work also supports strategic development with functionality knowledge and quality assurance.

The role holder will:

1. Plan and deliver developments based on a permanent roadmap
2. Influence and negotiate with users and stakeholders at appropriate levels in order to achieve high quality outcomes.
3. Act with a high level of autonomy in their system or function area, responsible for delivering work under the guidance of the Product Manager which could impact on strategic force risks, compliance, and costs
4. Represent the Product Manager where required
5. Participate in regional and national user groups and development workshops to share learning and to influence and support national change where appropriate.

Niche Records Management System (RMS)

1. Test the resolution of any faults before release into the live environment.
2. Contribute to and develop the change process for Niche RMS aspects alongside ICT, for functionality development and fault-fixing patch releases. Update relevant documentation, keep records of results, and make recommendations to the business owner(s) for sign-off.
3. Monitor and review Niche RMS upgrade release notes to ensure we implement new functional changes where required.
4. Maintain the force development tracker and ticket submissions in line with national (Minerva Group) guidelines.

PRONTO

1. Provide expertise on all technical elements of the system, including all “back office” functions and capabilities within the product e.g., creating new users and changing permissions.
2. Manage and maintain local and regional choice and pick lists throughout PRONTO in conjunction with suppliers and regional counterparts.
3. Support integration testing to ensure any new features within PRONTO also integrate seamlessly with other systems

4. Work closely with the product manager to influence and negotiate with suppliers and senior stakeholders, negotiate with them to ensure maximum product quality.

Contact Management Platform (CMP)

1. Provide expertise on all technical elements of the system, defining new processes, creation of systems solutions deployed through the route to live processes including making recommendations to the business for sign off
2. Conduct user acceptance testing; ensuring the product performs to its optimum making user experience as effective as possible for Web, Unified Service Desk and Mobile versions.
3. Ensure product integration runs seamlessly with NICHE, PNC, Single Online Home, conduct integration testing to make sure any new features within CMP also integrate properly with other interfaces to maintain data quality.
4. Contribute to and support change processes for CMP alongside ICT, for functionality development and fault-finding.

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. Education to 'A' Level standard or equivalent or work experience deemed to have brought the candidate to a comparable level.	E
2. High level of computer literacy with knowledge of system synchronisation and/or integration and automation, or the ability and willingness to learn and implement new systems as technology changes/advances.	E
3. Proven ability to investigate and analyse issues and problems to a complex level across many IT and system potential causes. Experience of escalating problems internally or to system suppliers where required or seeking solutions through business process development and system functionality improvement, recognising the risks and impacts involved.	E
4. Self-motivated and able to use own initiative to plan and prioritise own workload with a focus on the attention to detail and meeting deadlines.	E
5. Strong interpersonal communication skills, articulate, methodical, conscientious, and concise, including the ability to communicate at all levels of the organisation building effective relationships with other departments.	E
6. Previous system management experience and/or technical knowledge of CRM (Customer Relationship Management) systems and/or DevOps.	E
7. Proven evidence of involvement in digital innovation and change, actively maintaining awareness and knowledge of industry.	E
8. Must have capability to travel to different locations across the force and undertake all assignments in a timely manner.	E
9. Good understanding of GDPR and the importance of maintaining discretion and confidentiality whilst working in a secure environment with sensitive information.	E

10. Experience in the use of cloud technologies and/or application development tools, languages, and database software e.g., T-SQL, XML, XSLT, CSS (DWD), HTML, VBA or Java Script, or a willingness to learn in this area.	D
11. Knowledge of change management methodologies, risk management processes and dependency mapping	D
12. Knowledge of Policing policies and procedures, including GDPR, Computer Misuse, Human Rights and Freedom of Information, in support of system processes to support end users as well as allow effective development.	D