



JOB PROFILE

POST TITLE:	ICT Solutions Improvement Manager
GRADE:	K
DIRECTORATE:	Enabling Services
RESPONSIBLE TO:	Head of ICT
RESPONSIBLE FOR:	Data/Reporting Solutions Lead OCC Solutions Lead Microsoft Applications Lead Oracle Applications Lead (2Y FTC) Website/Intranet Solutions Lead
LOCATION:	Leek Wootton
JOB PURPOSE:	To ensure that Warwickshire Police's ICT solutions are fit for purpose, rationalised, standardised and effectively maintained in line with strategy and business needs

MAIN RESPONSIBILITIES:

1. To lead, coach, and develop managed staff, and ensure that they are aligned to the organisational ethos and strategy
2. To contribute to, constructively challenge, and take collective responsibility as part of a united ICT Leadership Team
3. To keep under review the applications/solutions landscape and drive forward a programme of rationalisation, standardisation and modernisation
4. To be a key advisor to the Head of ICT in relation to the readiness and feasibility of adopting the digital policing agenda, and provide effective and professional representation at national policing/government events
5. To oversee the delivery of improvement projects, working closely with other members of the ICT leadership team and their staff to ensure that they are successful from inception to go live
6. To oversee the introduction and maintenance of good practice (code

management, development methodology, data management practices, etc.) across the team in a proportionate and pragmatic manner	
7. To ensure that all solutions incorporate the required level of security and continuity	
8. To contribute to the effective management of suppliers in relation to applications and solutions	
9. To ensure that suppliers maintain both technical documentation and architectural diagrams, working closely with the ICT Operations Manager	
10. To oversee the decommissioning of retired solutions and any associated data retention	
11. To assess and appropriately challenge supplier proposals and designs for solutions improvement, including reviews of associated commercials	
12. To ensure that all blue light business-critical services are stabilised and properly supported on a 24/7/365 basis	
13. To oversee the provision of technical services to support the organisation's MI needs and to develop in line with business ambitions and the wider policing agenda	
14. To ensure that Corporate Communications colleagues are provided with technical support to facilitate the ongoing improvement of the organisation's website and intranet	
15. To cross train team members to ensure adequate coverage and avoid single points of failure	
16. To take responsibility for any delegated budgets, working closely with the commercial and financial colleagues in ICT Strategic Services.	
17. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
Special Conditions:	<ul style="list-style-type: none"> • <i>On call</i>
Security level:	Management Vetting (+Security Check)

PERSON SPECIFICATION:

Knowledge:

- Bachelor's degree in software engineering or similar or substantial knowledge gained through ICT development experience
- Professional qualifications in software development, databases and/or data management

Experience:

- Leadership, management and development of a highly technical and multi-disciplinary ICT team
- Significant experience managing an ICT development function and working with supplier partners to achieve business outcomes
- Experience implementing technical security and continuity measures within applications/solutions
- Experience introducing and improving working practices in an ICT development function
- Experience delivering large scale rationalisation/standardisation or other applications-focused transformation programmes
- Experience ensuring effective 24/7/365 cover for business-critical applications
- Experience delivering a step change in data management and MI/BI provision
- Experience designing all architectural layers and required interfaces for new or significantly changed solutions

Key Skills:

- Systems analysis
- Solution architecture/mapping and other visual communication
- Ability to explain technical issues simply to non-technical colleagues
- Risk assessment and management
- Financial/commercial acumen

BEHAVIOURS

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- **Resolute, compassionate and committed**
- **Inclusive, enabling and visionary leadership**
- **Intelligent, creative and informed policing**

Under each competency are three levels that show what behaviours will look like in practice.

This role requires the post holder to be operating at or working towards Level 2 of the CVF.

Author:	Nikki Greenway, Head of ICT
Date:	November 2019