



## JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

**HMI CATEGORY CODE:**

**DIRECTORATE:** Deputy Chief Constable

**AREA/DEPT:**

**FAU:**

**SECTION:** West Coast Collaboration

**JOB TITLE: WCC TECHNICAL AND SUPPORT  
MANAGER**

**REPORTS TO:** WCC Business Co-ordination Manager

**CURRENT RANK/GRADE:** **G**

**DATE:** October 2020

**1. JOB PURPOSE:** (Briefly state your job's overall objectives. To.....")

To provide effective leadership responsible for all technical and support requirements incorporating performance, configuration, access control and development relating to the Records Management System (Niche RMS).

To ensure effective engagement with collaborating forces, teams, stakeholders and suppliers providing appropriate advice and recommendations in order to ensure the records management system supports operational policing requirements and delivers user requirements.

**2. PRINCIPAL ACCOUNTABILITIES:**

(Describe the important end results you are expected to achieve).

- a) Act as the technical authority for Niche RMS. Analyse, advise and provide direction concerning upgrades, new modules, changes and developments and review and report back to the Niche Business Co-ordination Manager on the impact to forces to inform decision making.
- b) Oversee the design, configuration requirements, request for change, testing and piloting of new modules and processes to ensure that they deliver the expected benefits to the Forces.
- c) Support the Niche Business Co-Ordination Manager working with the business to ensure effective communication of any new system upgrades or modular additions prioritising in line with individual force priorities and requirements.

- d) Develop system measurement and system automation programs and procedures in order to monitor capacity and performance and to forecast any changes required.
- e) Ensure specialist technical back-up to Systems and User Support, is made available, responding quickly to complex issues concerning system availability and deciding upon the correct course of action needed, ensuring the minimal impact on the availability of the Record Management System.
- f) Communicate and liaise with IT peers across the collaborating forces to consider all system, application, networking and operational issues in order to ensure an integrated technical infrastructure for the Force.
- g) Be responsible for driving performance improvement around data quality on the Record Management System and ensure regular analysis and reporting is undertaken to allow the collaborating forces to be made aware of the issues appertaining to them and for appropriate guidance and training can be delivered to officers and staff
- h) Ensure familiarity with collaborating forces practices and procedures for all technical administration, configuration, performance, implementation and support activities to ensure system integrity is maintained.
- i) Resolve complex issues and keep abreast of developments by Minerva and Niche ensuring appropriate representation by collaborating force Niche RMS staff at working and design groups and attend local and national meetings on behalf of West Coast Niche.
- j) Be accountable for all Health and Safety issues, to include risk assessment, pertaining to the post holder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.
- k) Ensure that staff are MoPI trained in accordance with the National Learning & Development Strategy and that all responsibilities are undertaken in relation to information management, data quality, information sharing, intelligence and information security in accordance with the NPCC Guidance on the Management of Police Information in order to comply with the Statutory Code of Practice and APP.

### **3(a) KNOWLEDGE AND EXPERIENCE:**

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

#### Qualifications

The post holder should be qualified to Degree level in Computer Science or a closely related subject (Level 6 of the Regulated Qualifications Framework) or equivalent relevant experience of computer technologies. Formal, advanced training and the relevant technical areas are essential.

#### Experience

The role requires an advanced, detailed knowledge of specific computer technologies such as Relational Database Management systems or server operating systems, along with an appreciation of the application of this technology within a wider computer system infrastructure. It is unlikely that a person will obtain the level of experience required for this role without many years in a technical support role preferably working with the Niche Records Management system.

#### Skills and Abilities

A detailed knowledge of system architecture, management, configuration and performance.

Detailed knowledge of interfaces with external, associated systems and significant experience in the technical support, administration and deployment of computer systems in a large-scale, distributed infrastructure.

Experience in configuring systems to optimum performance and to operational management standards.

Experience in capacity planning, performance measurement and system automation techniques.

Knowledge of current developments in computer systems and how the implementation of these new products or services could improve system performance or impact on existing systems.

Experience of leading teams and driving performance are essential developing and motivating staff across collaborating forces to achieve success and deliver an efficient Records Management system.

### **3(b)** (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

#### **4. RELATIONSHIPS:**

**(a) *Supervisory responsibilities:***

3 x Team Leaders responsible for development, policy and training and data quality and 5 x technical analysts.

To manage and co-ordinate external suppliers for the provision of support and technical services to agreed specifications and levels of service.

**(b) *Supervision Received:***

The post holder reports to the Niche Business Co-ordination Manager but would be expected to be able to work minimal supervision.

**(c) *Other Contacts:***

**(i) *Within West Coast Collaboration Forces***

Working with peers in the collaborating forces IT departments to maintain the performance and continuous availability of the records management system.

**(ii) *Outside West Coast Collaboration Force:***

Regular contact with supplier organisations on detailed technical support, design or development issues

Regular meetings with Minerva to understand new developments, products and services.

#### **5. CONTEXT:**

**(a) *Operating Environment:*** (Services provided, work patterns, who are the customers).

The main aspect of the work is to be the Manager of a business as usual team across the collaborating Niche RMS forces and be responsible for all aspects with the technical expertise incorporating the design, administration, support and development of one of the major computer system technologies deployed by the Forces.

The role will also call for analysis and recommendations concerning planned changes to the system and infrastructure, as well as the design and testing and consideration of the impact upon the business of operational policing.

The reliance of the police force on having its critical RMS system available at all times means that the technical and support section must not only design and support the system to be robust, but must also carefully control any changes or additions to the systems to any disruption to the live systems.

- (b) **Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Free to set methods of working to the overall objectives set by the Niche Business Co-Ordination Manager & Programme Director working to strict procedural guidelines.

- (c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

Technical Analysts to be responsible for the performance, configuration, implementation and support of an aspect of hardware or systems software used by the collaborating forces.

Team Leaders across the forces to take responsibility for assigning and delegating to ensure that Niche RMS delivers what is required to support operational policing across all business areas from development through to ensuring policies/guidance and training are identified and produced, data quality requirements are attended to and issues dealt with efficiently.

**6. DIMENSIONS:** (Indicate in quantitative terms, key areas on which your job has an impact).

**Financial:** No budgetary responsibilities.

**Staff:** 20

**Other:** The post holder is responsible for the availability, integrity and performance of Niche RMS and integration with other systems. Reliability is crucial to effective policing and the Records Management system become unavailable this could have a devastating effect on policing operations and public safety.

**7. JOB CHALLENGES:** (Describe the most challenging or complex parts of your job).

Minerva is a collaborative organisation that currently represents 26 UK Police Forces that use the Niche RMS as their primary records management system. Historically each Force implemented the system independently, resulting in each deployment being slightly different with different modules utilised and often configured differently. Minerva now act as the liaison between forces and Niche thus ensuring less duplication of effort, standardisation and a more effective efficient service.

The NicheRMS™ Police Records Management System is an incident-centric tool that manages information in relation to the core policing entities: people, locations, vehicles, organizations (businesses or other groups), incidents (or occurrences) and property/evidence. The system is designed to incorporate Crime management, General Incident Management, Custody / Prisoner Management, Intelligence Management, Property Management, Court Case Preparation.

Police Forces have now collaborated on their Record Management System and use a single Niche RMS platform which is the enabler that provides greater intelligence and operational and business benefits to users and ultimately the public we serve.

In order to maximise the successful delivery of the platform it is appropriate to ensure that the staff who support Niche RMS work as one team across the three forces and it will be the responsibility of the Niche Technical and Support Manager to ensure this happens.

A driving licence is required as the post holder will be required to travel to the forces and make best use of Skype to ensure the staff share their knowledge and experience to achieve a common goal.

A key challenge will be balancing the user requirements and priorities across the collaborating forces with resource capacity and capability.

Planning the detailed stages & setting the guidelines for system implementations, technology roll outs, changes to equipment and infrastructure, etc.

Maintaining a wide perspective on the system development and operation and the impact on users and the IT infrastructure as a whole.

**8. ADDITIONAL INFORMATION:**

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

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**9. ORGANISATIONAL STRUCTURE:**

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).

