



MERSEYSIDE
POLICE

JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Resources

AREA/DEPT: ICT Department

FAU:

SECTION: ICT Services - Core Services Team

JOB TITLE: **CST APPLICATION MANAGER**

REPORTS TO: IS Services Manager

CURRENT RANK/GRADE: **H**

DATE: November 2022

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

To lead and co-ordinate the Core Services team working with key stakeholders and heads of departments to ensure that the forces Core IT Systems supports their requirements to deliver an effective and efficient policing service and that the programmes of work are prioritised and aligned to force strategic objectives.

Working with Strategic Leads review demands and opportunities to implement changes to current working practices and processes to create value and benefits for the organisation.

Using continual service improvement activities, continually review and improve back-office processes to digitally transform and automate wherever possible to improve efficiency and achieve savings.

2. PRINCIPAL ACCOUNTABILITIES:

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

- a) Lead and co-ordinate the Core Services Team activities across Customer Departments and in the process implement and deliver through an environment of continuous improvement the medium and long-term vision, mission and Force strategy set by the Chief Officers.

- b) Lead on the assessing, prioritising, agreeing and enabling Core Systems changes ensuring the systems comply with effective practice, national standards and adheres to ITIL (Information Technology Infrastructure Library) where necessary. These Core Systems include but are not limited to Enterprise Resource Planning (ERP), Duty Management (DMS), productivity tools (M365) and specific operational applications.
- c) Effectively determine, plan and co-ordinate resource requirements to support new projects, programmes and other related work across the Core Services team.
- d) Co-ordinate the overall process of incident management and resolution in close liaison with internal (including the various levels of Line Support / ICT Technical Support / ICT Customer Services) and external suppliers ensuring service level agreements are met.
- e) Further the Force's development of its Core IT Systems, thus ensuring their continued development which meets the needs of all areas of the business going forward. Co-ordinate and chair regular meetings appertaining to the various products and attend meetings such as Digital Futures Governance Boards ensuring that due consideration is given to the impact of integration or interfacing with these Core Systems.
- f) Develop, produce and when necessary, present, detailed reports and documents for key stakeholders at all levels within the force.
- g) Work with senior business sponsors / users to understand business drivers and user requirements in order that the Core IT systems are optimised to support business processes and requirements.
- h) Attend the Digital Futures Enabling Board and Chair the Smartforce Tactical Board and act on behalf of the Head of ICT representing ICT at other external meetings as and when required.
- i) Identify, scan, analyse and respond to issues in the internal and external environment, making note of trends and changing business practices relevant to the improvement, development and delivery of ERP and other Core ICT systems where applicable.
- j) Promote the development of policies and procedures of Core Systems to support the Force in achieving its strategic objectives, complying with legislation and meeting the needs of employees, leading to greater uniformity in business practices across the Force.
- k) Manage the Core Services Team (CST), ensuring all personnel are equipped to undertake the roles and that all work is undertaken to the required standards and timescales.

- l) Be accountable for all Health and Safety issues, including 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.
- m) Ensure that staff are trained and that all responsibilities relating to information management, data quality and information sharing, intelligence and information security to ensure accordance with the Authorised Professional Practice (APP) on Information Management, issued by the College of Policing, including the Home Office Code of Practice on the Management of Police Information (MoPI).

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 educated to Degree Level (Level 6 of the Regulated Qualifications Framework) or with significant relevant experience in either a Business or IT environment.
- Information Technology Infrastructure Library (ITIL) to Foundation Level minimum plus ITIL service management qualification preferred or willingness to complete necessary training to gain this qualification

Experience

- Working in a strategic partnership / collaborative environment.
- Understanding of Enterprise IT Systems functionality
- Management (supervision) of personnel.
- Project management methodology. (e.g. PRINCE 2)
- ITIL service management methodologies
- Developing and implementing change programmes.

Skills and Abilities

- Excellent oral and written communication skills and be able to communicate complex information to diverse audiences effectively.
- Key managerial skills including negotiation, influencing, interpersonal, communication and analytical skills.
- Ability to create and develop effective working relationships with senior managers across the force and senior individuals within other organisations, presenting a positive role model.
- Able to create a supportive environment, which encourages self-motivation, openly monitoring and appraising strengths and weaknesses objectively, setting demanding goals for self and others.

- Must be able to identify potential problems and causes and recommend possible solutions.
- Demonstrate skills and abilities of managing the operations of a team at both a strategic and tactical level.
- Excellent organisational skills and be able to manage many complex and competing issues simultaneously.
- Ability to display awareness and working knowledge of the Force's priorities and strategic aims and provide evidence of strategic thinking, enabling change through the management of corporate projects.
- Ability to understand Force Departments business, systems and interdependencies.
- The post holder must possess excellent research and analytical skills with the ability to solve problems, using innovative solutions and have the confidence to both challenge and make recommendations to senior managers based on audit findings.
- Must have a working knowledge of the Data Protection Act, Computer Misuse Act and appreciate the restrictions involving data security.
- The post holder must be self-motivated, with excellent planning and organising skills, which provide the ability to work under pressure, prioritising differing demands to ensure a timely and effective service provision.

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

No

4. RELATIONSHIPS:

(a) *Supervisory responsibilities:*

Direct responsibility for the 6 x CST Administrators and 1 x CST Test & Release Manager.

(b) *Supervision Received:*

Directly accountable to the IS Services Manager

(c) *Other Contacts:*

(i) *Within Merseyside Police:*

Daily contact with Command Teams, Heads of Departments, key stakeholders and other senior roles in the Resources Directorate in order to facilitate an effective service provision.

Regular contact with Chief Officers, ICT dept and staff throughout the organisation to conduct research, interrogate systems and present findings.

Chair of ERP and M365 Tactical Working group.

(ii) *Outside Merseyside Police:*

Contact with suppliers on detailed technical support, design or development issues.

Meetings with suppliers to understand new developments, products and services. This would involve communications regarding contract management, issues resolution, upgrades and ticket management regarding software fixes/changes.

Contact with College of Policing, NPCC, Home Office etc. The role may / will need to keep these and other key stakeholder organisations abreast of developments.

Regular contact with the Home Office, MPA, HMIC, Police Digital Services, Audit Consultants and other Police Forces at a senior audit and performance level to identify best practice and developments in ERP, HR and DMS audit techniques.

5. CONTEXT:

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

The post holder will work within a flexible working pattern linked to the demands and nature of the work undertaken and the requirements of the Head of ICT and other senior stakeholders in the Resources Directorate.

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

The postholder is required to work within the existing legal and corporate framework with a comprehensive knowledge of evaluation and research methods, performance indicators, employment law, Force policies and procedures, Police Regulations, Conditions of Service, Departmental procedures to enable effective scrutiny of the various Core Systems.

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

CST Administrator – To provide specialist functional and technical support for all users, to provide guidance and advise them in the use of the force's ICT applications. To report on all request, incident and problem resolution activities. To assist in the development and roll-out of new application functionality across the force's Core ICT systems.

CST Test & Release Manager – To ensure that all software changes to selected force corporate IT systems are fully managed (ie planned, resourced, coordinated, tested, defects managed, released into environments, documented, communicated etc)

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

Financial: There are no direct budget management responsibilities however the post holder will be required to manage capital development budgets and the revenue budget concerning the licencing of the force's core ICT Systems.

Staff: 7 staff work under the postholder's control

Other: The postholder is instrumental in ensuring that Core IT Systems activities and services meets the business requirements of the organisation and the needs of employees by correcting problems and ensuring compliance with legislation, policies & procedures and strategic plans.

The postholder is instrumental in ensuring that Core IT Systems functional development and efficiency opportunities are identified and managed to meet force objectives and increase business efficiency

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

Core IT Systems undergo significant periods of change and constant updating. The role will need to effectively manage all aspects of this change process to ensure that all changes and updates are fit for purpose and satisfy force requirements.

The role requires oversight and knowledge of the needs of the customer departments. The CST Applications Manager will be required to provide recommendations to each of the departments who may have differing opinions and developing solutions that work for all. It is vital that issues are raised as a priority where appropriate. The key will be to effectively enable as much collaboration between the departments as possible thus resulting in a high level of operational and financial effectiveness.

Understanding the impact of new technologies and the consequences of changes to existing technology before making changes to Systems

Balancing user and IT requirements priorities when recommending system configuration and implementation methods. The post holder will require strong leadership and interpersonal skills along with a high degree of resilience to meet demanding targets and timescales.

Co-ordinating and planning the detailed stages and setting the guidelines for system implementations, technology roll outs, changes to equipment and infrastructure etc.

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

Leading a team that will provide a focus on specific ERP, HR and DMS activities and service provision to identify compliance and performance issues will enable the organisation to improve performance standards and lead to greater uniformity of business practices.

A challenging aspect of this role will be to contribute to the creation of an environment whereby cohesive working practices and an ethos of mutual support is the norm. This is particularly important to the CST Application Manager role, which while challenging system activity and service provision will need to develop a partnership approach with key stakeholders across the force to work together to address areas of improvement highlighted by performance indicators and audits.

Development roadmaps for different areas of the business must be managed and prioritised and regular reviews must be held with key stakeholders to ensure timescales and benefits are agreed and delivered

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).

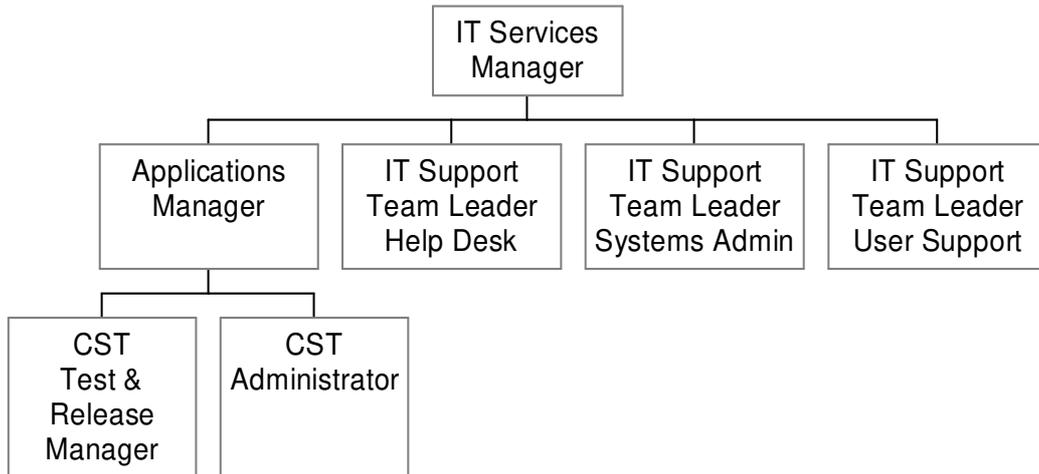
The post holder must be innovative and challenging in their outlook. There will be a requirement for impartiality across customer departments, thus, ensuring fairness. The expectations and requirements of the customer departments must be understood and considered, and the CST Application Manager will be responsible for ensuring that this is accomplished.

It is the responsibility of the role holder to promote equality, diversity and Human Rights in working practices including developing and maintaining relationships, ensuring colleagues are treated with respect and dignity and inappropriate conduct challenged. The role holder will recognise differences in needs of individuals, perspectives, backgrounds and cultures.

The CST Application Manager will not own the responsibilities around the data held within the ERP, HR, DMS or other corporate IT systems, ownership, responsibility and management will remain with each of the individual systems Information Asset Owner (IAO)

9. ORGANISATIONAL STRUCTURE:

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



10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:
(Please print in block capitals)

POSTHOLDER'S SIGNATURE: Date: Extn

MANAGER'S NAME:
(Please print in block capitals)

MANAGER'S SIGNATURE: Date: Extn