



Job Description

Job Title	Delivery Support Officer, Communications Capabilities Development (CCD) Programme (Generic role)	Reporting to	CCD Project Manager		
Position	Generic	Tier	4	Grade	2B
Purpose					
Engage and consult with the UK law enforcement community to scope, develop and deliver a national operating model and underpinning standards to support consistency and effectiveness in handling communication data requests and management of Communications Data Units.					
Accountabilities					
1.	Develop effective working relationships with key stakeholders and user representatives in UK policing and law enforcement to advise, guide and support understanding of the requirements for developing and implementing national operating models to support consistent handling and management of communications data requests.				
2.	Analyse work processes, systems, organisational function and structures accurately within each Force or organisation, identifying and scoping opportunities and associated work packages for process or other business change initiatives to underpin the smooth handover and implementation of consistent standards.				
3.	Work closely with each Force or organisation to identify the potential key benefits from the proposed change, review implementation and training delivery plans and develop and apply evaluation mechanisms to ensure those benefits are delivered, detailing quantifiable performance indicators to measure skills transfer and report progress against business change.				
4.	Engage with Business End Users (practitioners) to define their requirements to ensure the change is fit for purpose and work with them in developing supporting products and defining and carrying out acceptance tests to ensure the final solution delivered meets their needs.				
5.	Identify, assess and offer solutions to manage issues, risks and any interdependencies associated with policies, procedures and standards for communications data handling to ensure that a consistent approach is adopted across UK law enforcement.				
6.	Facilitate workshops and deliver training, briefing and coaching sessions to UK law enforcement providers to support the delivery of programmes, projects and assessments, and improve knowledge, understanding and application of consistent best practice in national processes for communications data handling.				
7.	Continually research and refresh own subject matter expertise and work with internal and external stakeholders to share knowledge, help identify innovative solutions and draft and develop guidance, specifications and learning interventions to support the promotion and embedding of consistent approaches to professional practice in handling communications data.				

Dimensions	
People Management	<ul style="list-style-type: none"> ▪ Nil
Budget £	<ul style="list-style-type: none"> ▪ Nil
Other	<ul style="list-style-type: none"> ▪ During implementation stages, post-holder will work directly with a specific group of Police Forces and/or organisations engaged in law enforcement.
Impact	
Key indicators of success	<ul style="list-style-type: none"> ▪ Options for solutions and outcomes are: relevant to the challenges and opportunities; cost effective; delivered in a timely manner; and are capable of being implemented in a professional and ethical manner which promotes best practice and delivers change within policing ▪ Forces and related organisations supported with delivery of activities which improve law enforcement services for their communities
Essential Criteria – Training and Qualifications	
<ul style="list-style-type: none"> ▪ Degree or equivalent level 5 qualification and/or significant equivalent work experience in area of subject matter expertise ▪ Evidence of commitment to continuing professional development 	
Essential Criteria – Experience	
<ul style="list-style-type: none"> ▪ Demonstrable experience of working successfully with organisations and/or communities to identify good practice, improve service delivery and implement new ways of working ▪ Experience of implementing change management within a law enforcement environment, establishing and maintaining positive working relationships and working collaboratively with internal and external stakeholders and removing unnecessary barriers to service delivery 	
Essential Criteria – Skills and Knowledge	
<ul style="list-style-type: none"> ▪ Up-to-date subject matter expertise in communications data and related technical application ▪ Ability to build and retain credibility as an authority/source on current and emerging issues within the subject area and associated application of good practice and standards ▪ Proven ability quickly to build rapport creating strong, effective, credible and successful partnerships with the ability to negotiate and facilitate positive outcomes ▪ Ability and confidence to present and contribute to discussions on complex and/or contentious concepts and, where appropriate, use simple, succinct terms to lay audiences orally and in writing ▪ Ability to write and present clear, coherent, concise and timely reports and papers ▪ Exhibit personal qualities and behaviours which are a role model for others – being open to receive challenge and feedback; value diversity and difference; and to work as part of a team to get the job done ▪ Thorough knowledge and understanding of policing operations and investigations ▪ Proficient in MS Office applications and a good level of IT literacy 	
Desirable Criteria	
<ul style="list-style-type: none"> ▪ Demonstrable experience of working successfully as a Single Point of Contact (SPoC) and/or manager of a Communications Data Investigation Unit (CDIU)/SPoC team 	

- Full driving licence
- Proven experience of successfully applying project management processes and procedures within a PRINCE2 environment
- Experience in process improvement within a policing context: analysing working practices, redesigning processes and implementing solutions

Other Information

- Vetting level: NPPV3, SC
- Will require regular travel to all College of Policing sites and to those of Policing-related organisations in England and Wales
- Must apply and promote the College of Policing Code of Ethics and Integrity principles

Organisation Chart

See overall structure chart

Authorisation		Version	
Prepared by	W Tucker, Organisation Design Lead	Date	24/09/15
Authorised	R Guy, CCD Delivery Manager	Date	25/05/16