

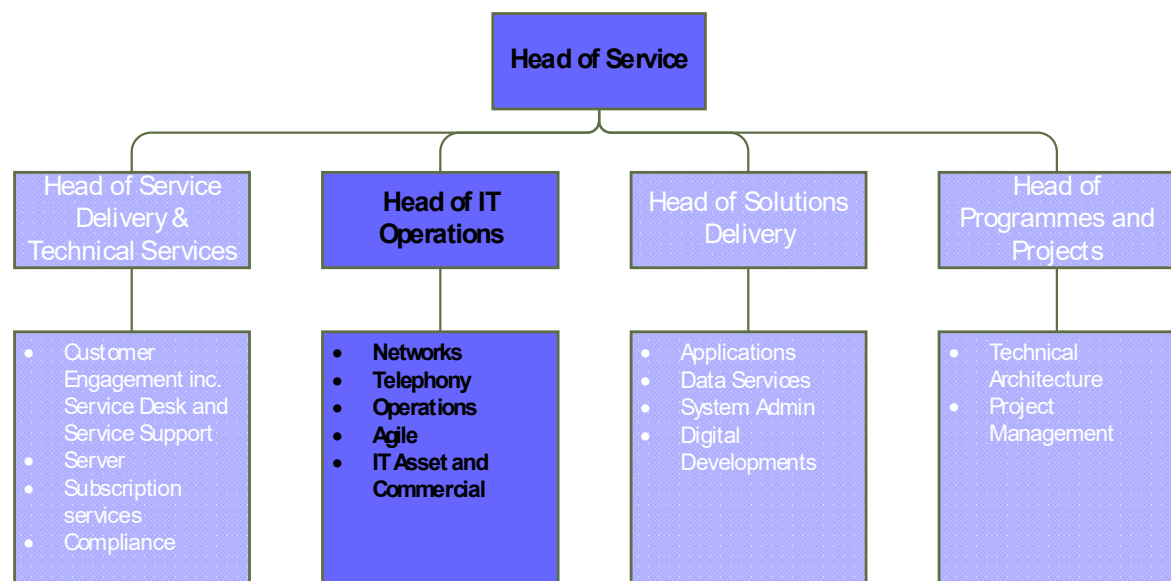
Role Profile

| Role Title: | Department/Team: |
|-------------------------------|--------------------------------|
| Head of IT Operations | Information Technology |
| Reports to (Manager's title): | Location: |
| Head of IT | South Yorkshire and Humberside |
| Last update (Date): | Role Reference No: |
| 24 May 2019 | IS186 Executive Grade 3 |

The purpose of the role is to:

Be responsible for the effective management and development of the Force's telephony, critical voice and mobile communications systems, networks and associated infrastructure. Ensure it is maintained and developed in line with an agreed strategy to ensure maximum operational effectiveness and is supported in line with agreed service levels and within budget.

The role fits in the organisation here:



Key facts and figures about the role:

- Specialist service delivery is provided across the entire South Yorkshire and Humberside Police Forces.
- Responsible for circa 25-35 reports in 3 sub functions.
- Critical services are delivered and supported on a 24x7 basis

The role's key relationships:

- **Department** – Collaborating within the IT management team to deliver departmental objectives and managing the performance and development of staff throughout both Forces.
- **Internally** – All Heads of Department and senior management of both Forces.
- **Externally** – Suppliers / contractors - negotiating contracts and developing long term constructive relationships; representatives on regional / national forums - representing Force interests and securing mutually beneficial IT solutions.

The role is accountable for:

- Managing and developing the Force communications network (telephony, radio and mobile) so the performance of dependent systems is acceptable and allowance is made for the requirements of new systems. This includes the coordination of mobile and fixed line services and capacity to facilitate the continued growth of force communications systems.
- Managing large telecommunication and infrastructure projects, ensuring delivery to specification and within agreed timescales and budgets.
- Design, Develop, and implement new communications solutions as well as support colleagues, customers and suppliers to ensure the delivery of a fully reliable 24/7 service.
- Leading, motivating and managing IT staff performance across South Yorkshire and Humberside. Identifying developmental needs and providing support and appropriate training through the use of the Performance Development Review (PDR) System. Identifying appropriate equipment for staff, ensuring the best use of available technology and software.
- Negotiating and managing ongoing service and provision contracts including the provision of performance reporting to an agreed schedule (or on request), including management, financial and availability related to SLA's promoting best value.
- Acting as the process owner for relevant ITIL processes. Ensuring these are fit for purpose, effective, efficient and supportive of service delivery according to customer requirements.
- Encourage and drive innovation and the exploitation of new and emerging technologies.
- Work with appropriate stakeholders and managers to define, implement and operate new operational IT standards
- Managing the annual budgets within the related service area and reporting to Head of IT.
- Ensure that IT Health Check remedial action plans are developed and strictly adhered to.
- Ensuring that systems are secure and protected from unauthorised access, ensuring that sensitive and confidential material is dealt with professionally.

- Supporting the Head of IT in the creation and development of the overall IT strategic plan and specific Force IT objectives.
- Ensuring business continuity plans are kept up to date, tested and implemented and that emergency operational support is provided in a timely and effective manner.
- Representing the Force/Service at national and public forums and liaising with the press on appropriate issues (in conjunction with corporate communications).
- Any other duties commensurate with the grade of the post as directed by the Head of IT.

The role's performance will be assessed and measured by:

- Continuing performance and availability of all systems.
- Delivering Service Level Agreements within budget, particularly related to critical operational systems.
- Meeting established Key Performance Indicators.
- User satisfaction.
- Delivering new or changed products and services to agreed business requirements and budget.
- Innovation of emerging technologies in shaping operational effectiveness, availability and efficiencies.
- Delivery of efficiencies, savings and business benefits
- Completion of agreed personal and departmental objectives

What is needed to be successful in this role: (Person Specification)

- Educated to degree level (or equivalent qualification or relevant applied experience).
- Detailed knowledge of land mobile, data communication and associated infrastructure.
- Previous experience of large scale mobile communications deployments and Unified Communications principles.
- ITIL Qualified to at least V3 Foundation Level.
- Demonstrable experience of managing highly technical teams in excess of 20 staff
- Experience in managing critical systems in a 24x7 environment
- Excellent written and verbal communication skills, comfortable at presenting at all levels.
- Ability to manage major incidents with a calm and confident approach whilst providing clear direction to staff to resolve incidents in a timely manner
- Previous experience of a technical environment in a supervisory and management capacity.
- Demonstrable experience in the management/coordination of multiple projects with proven budgetary and planning control skills.
- Previous experience of budgetary and financial management
- Range of senior manager behavioural competencies
- Ability to travel within South Yorkshire and Humberside, and throughout the country when appropriate.

Additional Information

N/A

Manager Sign Off:

Date: