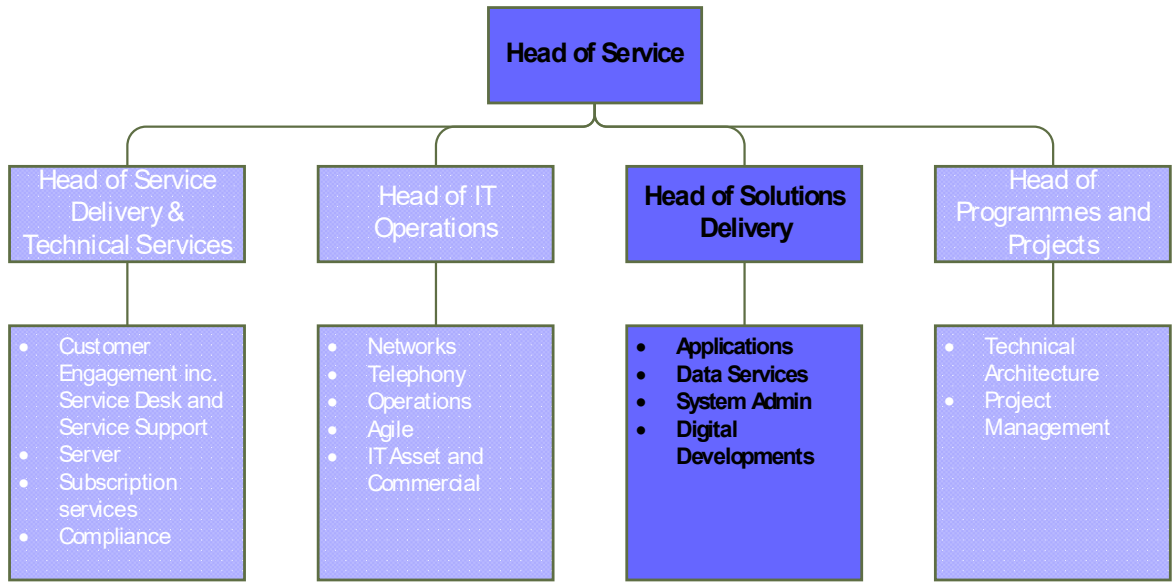
# Role Profile

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

**The purpose of the role is to:**

Plan, develop and implement a full range of specialist IT services across South Yorkshire and Humberside Police that will deliver high quality and cost effective technical solutions to all users. Provide effective systems management and development plans and oversee the development of digital solutions to increase the effectiveness and efficiency of front line staff and officers in both Forces.

**The role fits in the organisation here:**




**Key facts and figures about the role:**

- Specialist service delivery will be delivered to all aspects of both South Yorkshire and Humberside Police including Data Services, Application Support, System Administration and Digital Development.
- Responsible for circa 30-35 reports
- Critical services are delivered 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:**

- Providing early warning of emerging issues and as appropriate, troubleshoot and/or escalate issues to ensure delivery within the allocated budgets and contracted timescales and standards of performance.
- Contribute to business cases and proposals for collaboration or innovation and development, including financial assessment etc.
- Attending Programme boards, project boards collaboration groups, SCTs and Police Authority meetings to communicate technical issues, report progress of project objectives, issues and tasks.
- Ensuring all systems are correctly administered, supported and upgraded to provide maximum reliability and performance.
- Liaising with suppliers to understand product roadmaps and upgrade requirements.
- Identifying and ensuring compliance with software licences required for technical infrastructure.
- Encourage and drive innovation and the exploitation of new and emerging technologies, particularly around the areas of automation, robotics, data analytics, reporting and the use of artificial intelligence
- Managing complex senior stakeholder relationships to ensure support for and integration with the programme within the two forces.
- Providing high quality and relevant operational, technical IT advice to a Force's Senior Management Team, operational managers and other key stakeholders.
- Liaising with a Force's senior operational leaders and managers to understand their requirements for IT services and help maintain a positive and informed partnership approach to delivering IT services.
- Leading, motivating and managing staff performance within IT 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.
- Developing and monitoring a performance management framework for reporting staff.
- 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.
- Enabling effective IT-wide planning, including evaluating resource requirements and priorities, providing a capacity planning strategy and ensuring the IT Service meets Force's needs efficiently and effectively.
- Ensuring that systems are secure and protected from unauthorised access, and that sensitive and confidential material is dealt with professionally.

- Providing reports to an agreed schedule (or on request), including management and account performance.
- Contributing to defining and establishing the overall Programme for various projects, as directed. Direct and co-ordinate specialist staff who will contribute to its delivery.
- Ensure that IT Health Check remedial action plans are developed and strictly adhered to.
- Recommending appropriate plans, roles and processes to meet the requirements of the programme's functions. These will be aligned to overall resources.
- Ensuring that the constituent projects and activities are clearly scoped, and that deliverables and milestones are specified and tracked.
- Ensuring service quality and value for money is provided, that Service Level Agreements (SLAs) are achieved and client expectations are met (or exceeded).

**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).
- Demonstrable experience of managing technical teams specialising in database management and administration (specifically Oracle and Microsoft SQL) including data warehousing and reporting tools (Oracle BI, Microsoft Power BI)
- Strong understanding of IT systems lifecycle including requirements capture, specification, evaluation, implementation, data migration and data interface methodologies
- Experience in solutions design and problem solving using COTS products such as Microsoft Office 365 and cloud-based systems
- Understanding of Agile development techniques
- Ability to present complex technical issues to a non-technical audience
- Demonstrable understanding of project management methodologies
- 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** | |
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| N/A | |
| Manager Sign Off | Date: |