WEST YORKSHIRE POLICE

ROLE PROFILE

Role Title	Digital Delivery Analyst	**Reporting to**	Digital Delivery and Analytics Manager
Section	Digital Innovation	**Division/Department**	Digital Policing Directorate
Tenure		**Rank/Grade**	SO2

Part A – JOB DESCRIPTION

Overall purpose of role	To develop, deliver, maintain and monitor Microsoft/ Analytic or collaborative technologies in order to ensure provision to required SLA and performance standards.

Key outputs for role –

1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.

2. Support installation, configuration, security, operation and maintenance of all Microsoft/ Analytic or collaborative technology and software in order to meet customer expectations, SLA and performance targets.

3. To support and administer Microsoft/ Analytic or collaborative technology including maintenance of production schedules/ server software versions and monitoring hardware diagnostics in order to maintain service availability.

4. Manage, maintain, diagnose and rectify problems with Microsoft/ Analytic or collaborative technology, using complex troubleshooting solutions to diagnose and resolve issues and manage 3rd party suppliers as needed in order to ensure the operational capability of the Force is maintained.

5. Lead and participate in problem solving teams to resolve complex technical problems, providing specialist technical expertise to other sections within Digital Policing.

6. Contribute to the design and development of Microsoft/ Analytic or collaborative technology in order to address business needs and opportunities.

7. Provide consultancy advice, acting as Second Line Support on relevant technologies to Force change programmes in order to maximise the use of those Technologies and maintain best industry practice.

8. Support the implementation of new Microsoft/ Analytic or collaborative solutions, including liaison with external suppliers, checking feasibility, piloting and documenting to ensure successful testing and implementation of new solutions in order to address business needs and opportunities.

9. Maintain current industry knowledge of development concepts, best practices and procedures for relevant technologies and ensure this is applied to all day to day work and project work.

Dimensions *(Financial/Statistical/Mandates/Constraints/No. of direct reports)*

- Management of external suppliers as required, and lead/ participate in problem solving teams as needed.
- Maintain and support departmental policy by working to the documented procedures and adhere to data protection principles.
- Post holder may be seconded to any area of the Digital Policing Directorate to work on improvement projects or in support duties
- Provide specialist SME advice as required.

Work/Business contacts	
Internal:	Chief Officer Team, Heads of Departments, District Commanders and staff associations for consultation. All levels of Police and Support staff to provide advice on Microsoft/ associated IT Technologies.
External:	Manufacturers, Contractors and Suppliers of IT services and equipment to ensure compatibility negotiate and maintain value for money. Other Forces for benchmarking and comparative studies of IT Functions. National bodies for relevant meetings, technical forums and user groups.

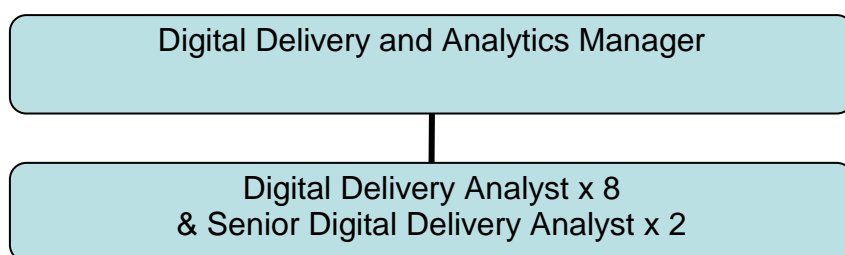| Expertise in Role Required (At selection - Level 1)	Essential or Desirable
• Related degree or equivalent, or proven relevant and practical experience.	Essential
• Demonstrated experience of supplier/ vendor management.	Essential
• Experience of IT 2nd line support, ideally relating to Microsoft/analytical associated IT technologies.	Essential
• Experience of delivering support of a wide range of applications.	Desirable
Other (Physical, mobility, local conditions)	
• Has a full current UK/European Driving Licence or has the ability to travel for business purposes	Essential
• Has access to a motor vehicle and is prepared to use it for business purposes	Desirable
• Willingness and ability to participate in a Call-out rota.	Essential

Expertise in Role - After initial development - Level 2
• Sound overview of Microsoft/ Analytic or collaborative technologies deployed in West Yorkshire Police and able to provide technical advice on these
• Understanding of Force change programmes and able to articulate how Digital Policing programmes support these.
• Demonstrated effective management of suppliers/ vendors in service delivery

Structure

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│   Digital Delivery and Analytics Manager │
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│        Digital Delivery Analyst x 8      │
│     & Senior Digital Delivery Analyst x 2│
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PART B – COMPETENCIES & VALUES

Competency and Values Framework –
http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 1 - Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)
• Proven ability to effectively manage a Customer Support Team
• Detailed knowledge of all systems and procedures used within the Digital Policing Directorate.
• Recognised, and is used as an expert in the Digital delivery technology field

PART D - ACCESS & VETTING

Standard IT Access	*Administrator*
Police Building (Perimeter and Zone access)	*Perimeter Access to Police Buildings where based*
Vetting Level	*Management Vetting*
Date accepted as a role profile	