



HERTFORDSHIRE
CONSTABULARY

ROLE PROFILE

Role Title:	Athena Support & Development Officer
Department/Unit:	Athena Support & Development Team
Rank/Grade:	(B) SO1 (C) SC6 (H) A4 (non-supervisory)
Reporting to:	Athena Support & Development Sergeant
Main purpose of the role:	To contribute to achieving the vision, purpose and values of Bedfordshire, Cambridgeshire and Hertfordshire police organisations in the delivery of their objectives by ensuring the effective and efficient provision of Athena services and support to end users and partners. This will include providing direction to staff, managing resources, driving performance and providing subject matter expertise on Athena and related systems through the provision of direct user support, development and delivery of training materials.

Key Responsibilities

- To provide visibility as an Athena subject matter expert for internal stakeholders and partners across BCH in order to advise and support day to day problem solving and ongoing development, and longer term problem solving issues, either in person or by phone. Assist users and stakeholders to build user confidence in the system and ensure that it is used in the correct way in accordance with policies and procedures.
- To liaise with Northgate and the Athena Management Organisation (AMO) in order to problem solve, report defects and maintain appropriate records to ensure problems identified are dealt with swiftly and efficiently, being accountable for their decision making.
- To represent BCH in meetings with other forces and partners, at regional and national level. Manage actions and communicate findings to relevant stakeholders in order to progress BCH responsibilities across the Consortium.
- To assist business stakeholders on Athena processes and functionality, policies, business impact assessments and process mapping. Advise departments affected by changes in Athena to ensure that they are cognisant of the impacts and subsequent actions required.
- Advise on the development of and conduct robust testing to enable effective integration for new or amended interface releases. Maintain accurate records of processes and testing carried out, being responsible for feedback and lessons learnt.
- Support the production of Athena training material and best practice manuals through research and liaison with the AMO and Learning and Development. Oversee training to officers and staff in the use of current and new Athena applications within the parameters of law and policy.
- To assist with the design and delivery of 'train the trainer' and bespoke training courses in order to support L&D meet current and future training demands.
- Provide direction, advice and support BCH forces in relation to data management and data quality including overseeing the resolution and feedback of lessons learnt and identification of risk of complex duplicates through match and merge functionality in order for Athena records to be linked correctly and thus provide the most accurate information.

Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
• None	• None

Psychological Assessment	To be confirmed
Return on Investment	Not applicable



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Entry Requirements

- Excellent knowledge, understanding and relevant experience of Athena (an integrated investigation/case/custody/intelligence IT system) gathered over at least 2 years, with the ability to demonstrate high levels of competence within Athena OR the ability to work towards learning the Athena system to gain the relevant experience and knowledge, with a view to demonstrating high levels of competence as a subject matter expert.
- An understanding of one or more of the following business areas is necessary: Intel, Custody, Investigation, PVP and Criminal justice.
- Excellent planning and organisation skills with the ability to manage own workload and work independently.
- Ability to influence changes and improvements, where appropriate, to structures, policies, practices and procedures.
- Ability to identify opportunities for and implement business change processes at an appropriate level.
- Ability to display logical, clear thinking and decisive approach in a professional and understanding manner whilst obtaining and accessing information.
- Ability to analyse and interpret information and to display logical thinking, problem solving and decision making.
- Ability to communicate and negotiate at the appropriate level internally and externally to illicit information and communicate decisions.
- Skills and ability to design, develop and deliver training materials.
- Strong customer service ethos and a focus on quality
- Excellent written and verbal presentation as well as high levels of competence in Windows based Office system functions.

Any other General Requirements/Scope

- The post holder will be required to travel to different locations extensively across Bedfordshire, Cambridgeshire and Hertfordshire for work, meetings and training events.
- The post holder will be required to work from different locations across Bedfordshire, Cambridgeshire and Hertfordshire.
- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder may be required to work additional hours.
- Vetting is required, as advised by the Vetting Unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

Obligatory Requirements

- Before commencement of this appointment, this role may be subject to a medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

ROLE PROFILE



Personal Qualities (Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.