

ROLE PROFILE



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| Role Title: | ICT Developer - Applications |
| Department/Unit: | Business Support |
| Rank/Grade: | (B) PO1 (C) SO2 (H) A5 (supervisory) |
| Reporting to: | ICT Development Team Leader |
| Main purpose of the role: | To design, develop, deliver and support internally developed desktop, web and data ETL (extract/transform/load) solutions to meet business needs. To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies. |

| Key Responsibilities | |
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| <ul style="list-style-type: none"> • Use modern software, platforms and technologies to undertake a range of development activities including - systems analysis; design; development; integration; data extraction; scripting or ETL processes and implementation of a wide range of bespoke solutions to meet business user requirements as defined in the BCH Delivery Plan, to best industry standards, showcasing compliance with force policy and high-quality standards. By in-depth knowledge of your area of expertise, ensure data and programs meet the security requirements of the forces, Home Office directives and guidance, and which are compliant with Government legislation, especially with regard to data protection. Ensure system testing is satisfactorily completed to team standards, and timely and proportionate support documentation is produced thereby ensuring a smooth transition from development to operational environment. • Provide in-depth technical advice and 3rd line support for all applications and web functions that have been developed internally by BCH ICT. Using the ICT incident and problem management processes assess, investigate, analyse and resolve faults/issues affecting the operational delivery of services and functions in line with the departments service level agreements. Continually monitor incidents and service requests to ensure alignment with SLAs. • Contribute to the team culture of agility, responding constructively to changing and emerging requirements. Actively contribute to good levels of team working, morale and productivity both internally within the team and externally within multi-disciplinary project teams, with customers | |

ROLE PROFILE

and staff from external suppliers. Ensure you are applying and adhering to departmental policies and processes, including Change and Asset Management, and complying with appropriate standards and industry best-practice. Proactively contribute to continuous improvement.

- Continually keep abreast of new programming techniques, languages and web technologies, and undertake training as required by the Development Team Leader and Development Manager to ensure skills are kept up to date and aligned with BCH Development Team requirements.

| Financial e.g., Limits/Mandates | Non-Financial e.g., Staff Responsibility |
|--|---|
| <ul style="list-style-type: none">• None | <ul style="list-style-type: none">• N/A |

Entry Requirements

Educated to at least A Level in an appropriate subject or 2 years equivalent industry experience.

At least two years recent hands-on experience of up to date technologies.

An ICT Infrastructure Library (ITIL) Service Management foundation certificate would be desirable for this post.

This post will require an in-depth knowledge of several computer languages, Windows based applications, systems integration products, integrated development environments (IDE), enterprise/corporate Relational Database Management Systems (RDBMS). Demonstrable advanced skills will be required in a minimum of any 6 of the following:

- Microsoft SQL Server - T-SQL, SSIS and SSRS
- Database performance tuning
- ETL technologies
- Data warehouse design
- Other SQL based relational databases
- Elastic stack
- Microsoft development technology stack, C# and .Net with SQL Server
- ASP.Net – MVC and web forms object orientated programming
- Microsoft Entity Framework or other ORM frameworks
- JavaScript (jQuery, AJAX, frameworks)
- Microsoft 365 development

ROLE PROFILE

- Web services
- Bootstrap styling framework
- Web accessibility
- Automation tools, such as UIPath, Blue Prism, Automation Anywhere
- Cloud technologies
- Agile development techniques
- SOLID programming principles

Experience of diagnosing and debugging complex faults within scripts or application code including carrying out fault/incident and problem (as defined by ITIL) resolution.

Experience of producing high-quality documentation.

Experience of planning, delivery and integration of a wide range of web technology to meet both corporate and individual user requirements within PRINCE2 project control methodologies.

Broad knowledge of IT Security practices and procedures (ISO, CSP, HMG) and practical application of these within a software development environment.

Must be highly motivated, innovative and flexible with excellent time management skills. Must be capable of good communications at all levels often dealing with complex ICT issues with non-ICT staff.

Working knowledge of standard systems analysis techniques and the ability to communicate with staff at all levels is essential.

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| Psychological Assessment | Not applicable |
| Return on Investment or Tenure | Not applicable |
| Homeworking or Agile Working | Not applicable |
| Vetting Level | TBC |

ROLE PROFILE

Any other General Requirements/Scope

- The post-holder may be required to work across BCH (and for external meetings or training), attend meetings and to liaise and work with staff in different locations, therefore the ability to travel is essential.
- In the event of a system failure or operational exigency, post holder may be required to work additional hours.
- If using a private vehicle then business insurance needs to be organised by the individual.
- 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.
- If required, following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

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 consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

ROLE PROFILE

We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.