



HERTFORDSHIRE  
CONSTABULARY

## ROLE PROFILE

<b>Role Title:</b>	<b>Development Team Leader – Data</b>
<b>Rank/Grade:</b>	<b>(B) PO2 (C) MB1 (H) B5</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>ICT Development Manager</b>
<b>Main purpose of the role:</b>	To design, develop, deliver and support internally developed applications and solutions to meet business needs. To provide direct line management, coaching and mentoring and to the ICT Analyst Programmers. To deputise for the ICT Development Manager in your area of expertise when necessary due to absence or unavailability.

### Key Responsibilities

- To use modern software, platforms and technologies to undertake systems analysis, design, development, integration and implementation of a wide range of bespoke application solutions to meet business user requirements, to best industry standards, showcasing compliance with force policy and practices with a quality to which the team can aspire. To 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 (including production of acceptance test scripts) and high quality timely support documentation is satisfactorily completed by the ICT Development Team, thereby ensuring a smooth transition from development to operational environment.
- Under the guidance of the Development Manager provide a proactive and corporate approach to the planning, prioritisation and management of the work of the team, advising on how best capacity can be matched to demand, recognising the skills and experience across the team. Actively promoting a culture of on-time service delivery to meet the requirements of the ICT Delivery Plan. To lead the team in continuous improvement.
- Under the guidance of the ICT Development Manager, provide line management for the ICT Analyst Programmers including recruitment, professional development, coaching and mentoring, health and safety, welfare and discipline to achieve maximum potential from staff and a high-achieving, fast-paced culture.
- Promote a culture of agility, responding constructively to changing and emerging requirements. Promote good levels of team working, morale and productivity both internally between subordinate staff and externally within multi-disciplinary project teams (including staff from external suppliers). Ensure the team are applying and adhering to departmental policies and processes, including Change and Asset Management, and complying with appropriate standards and industry best-practice.
- Provide 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.
- Maintain a high level of ICT industry and technical awareness ensuring that a sound knowledge of technologies, procedures and practices are maintained. Regularly carry out investigations, evaluations and tests of new development technologies and assess their appropriateness for the ICT development strategy and technology roadmap. Where necessary produce technical evaluation and costing documentation. Ensure the selected development tools and environments are maintained and used appropriately.



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<b>Agile Working</b>	TBC
<b>Psychological Assessment</b>	
<b>Return on Investment</b>	
<b>Limited Duties</b>	

<b>Financial e.g. limits/mandates</b>	<b>Non-financial e.g. staff responsibility</b>
<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>5 x direct reports across BCH</li> </ul>

<b>Entry Requirements</b>
<p>Educated to at least HND or NVQ Level 4/5 in an appropriate subject or equivalent industry experience. Demonstrable experience of advanced skills in/of;</p> <ul style="list-style-type: none"> <li>• SQLServer 2005 through 2016.</li> <li>• Microsoft T-SQL, SSIS and SSRS.</li> <li>• SQLServer performance tuning.</li> <li>• ETL technologies.</li> <li>• Oracle 8 through 12, including PL/SQL</li> <li>• Oracle performance tuning.</li> <li>• Data Warehouse design.</li> <li>• General Microsoft Development technology stack, C# and .Net</li> <li>• Ability to manage a small team of people.</li> <li>• 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.</li> <li>• Must be conversant and at ease with all forms of communications.</li> <li>• An ICT Infrastructure Library (ITIL) Service Management foundation certificate would be desirable for this post.</li> <li>• Experience of diagnosing and debugging complex faults within scripts or application code including carrying out fault/incident and problem (as defined by ITIL) resolution.</li> <li>• Broad knowledge of IT Security practices and procedures (ISO, CSP, HMG) and practical application of these within a software development environment.</li> <li>• Must be highly-motivated, and innovative thinker, 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. Must be conversant and at ease with all forms of communications.</li> <li>• Working knowledge of standard systems analysis techniques and the ability to communicate with staff at all levels is essential.</li> </ul>

<b>Any other General Requirements/Scope</b>
<ul style="list-style-type: none"> <li>• The role holder will be required to manage staff and attend meetings across BCH, therefore the ability to travel is essential.</li> <li>• The role may require additional hours in the event of system failure, operational exigency or major go live. Overtime may be offered as and when required to meet business deadlines or operational needs.</li> <li>• Vetting will be required, as advised by the vetting unit.</li> <li>• The post holder will be expected to undertake training as and when required.</li> <li>• The post holder will be expected to comply with health and safety requirements.</li> <li>• Following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.</li> </ul>
<b>Obligatory Requirements</b>



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- Before commencement of this appointment, this role is subject to 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 behaviour.

#### 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.

#### 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.

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