



ROLE PROFILE

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| Role Title: | Systems Manager |
| Department/Unit: | Human Resources – Data and Digital |
| Rank/Grade: | (B) PO5 (C) MB3 (H) A7 |
| Reporting to: | Head of HR Data and Digital |
| Main purpose of the role: | <p>To develop, implement and manage a digital systems team.</p> <p>To actively support the development of our HR data and digital service and its implementation in line with other HR services.</p> <p>To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies.</p> |

| Key Responsibilities | |
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| <ul style="list-style-type: none"> To have overall management responsibility of the Systems team to lead in the development, maintenance and implementation of HR systems across BCH. Management of the integration and interdependencies between all relevant systems. To ensure the Systems team aligns to the HR strategy in terms of output and is customer centred. Provide the lead in technical system development to ensure the HR system supports the requirements of BCH by recommending and developing the system to support requirements identified. To be an expert in their field to resolve tactical and complicated problems connected with their span of control. To be a point of expertise for organisational queries and to stay abreast of technological and digital solutions recommending improvements or developments to HR systems. To manage and develop their team to be confident, lean and customer focussed in their approach. Lead and motivate a team responsible for providing management information systems and other applications within the department by maintaining effective systems, prioritising, allocating and monitoring workloads. To develop team capability in identifying opportunity for improving processes and ways of working, optimising use of digital technology that results in a better end user experience. To monitor performance and to demonstrate key measures of performance that tie into our contribution to policing. Lead and motivate a team responsible for providing management information systems and other applications within the department by maintaining effective systems, prioritising, allocating and monitoring workloads. To represent HR where appropriate with gravitas and authority, always focussed on supporting our officers, staff and volunteers to be effective in their roles. To work proactively with other departmental managers on any HR local or collaborated project or portfolio. To actively identify promotional and developmental opportunities for HR staff. To build and develop effective customer relationships, including with local UNISON or Feds. | |

| Financial e.g. Limits/Mandates | Non-Financial e.g. Staff Responsibility |
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| <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> Line management responsibility for staff and/or officers |

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| Psychological Assessment | To be confirmed |
| Return on Investment | Not applicable |

| Entry Requirements | |
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| <ul style="list-style-type: none"> Level 7 qualification or equivalent experience in a similar role. Ability to work in a complex and collaborative environment with competing demands and the ability to managing conflicting priorities within fixed timescales. Self-motivated with a flexible approach and excellent time management skills. Able to communicate with purpose to effectively negotiate and influence at all levels of the organisation and with external suppliers. Experience of leading and developing a team. | |



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- Evidence of creative and innovative problem solving evidencing a commitment to a continuous improvement.
- Experience of budget management.
- Experience of working with iTrent, Sugar CRM, Eopas, Learning Pool, Oleo, CARM.
- Working knowledge and experience of system configuration, data importing and data transfer.
- Project Management experience.
- Proven analytical skills and up to date experience of utilising excel and other applications to a high level.
- Experience of building Business Objects reports and use of other management reporting tools.
- Proven experience of system management and of working with different technological and digital solutions.
- Proven experience delivering digital solutions with integration or significant interdependencies in a complex environment.

Any other General Requirements/Scope

- The post holder will be required to travel to different locations across Bedfordshire, Cambridgeshire and Hertfordshire for meetings/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.



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Personal Qualities (Behavioural Competencies)

We are emotionally aware

I seek to understand the longer-term reasons for organisational behaviour. This enables me to adapt and change organisational cultures when appropriate. I actively ensure a supportive organisational culture that recognises and values diversity and wellbeing and challenges intolerance. I understand internal and external politics and I am able to wield influence effectively, tailoring my actions to achieve the impact needed. I am able to see things from a variety of perspectives and I use this knowledge to challenge my own thinking, values and assumptions. I ensure that all perspectives inform decision making and communicate the reasons behind decisions in a way that is clear and compelling.

We take ownership

I act as a role model, and enable the organisation to use instances when things go wrong as an opportunity to learn rather than blame. I foster a culture of personal responsibility, encouraging and supporting others to make their own decisions and take ownership of their activities. I define and enforce the standards and processes that will help this to happen. I put in place measures that will allow others to take responsibility effectively when I delegate decision making, and at the same time I help them to improve their performance. I create the circumstances (culture and process) that will enable people to undertake development opportunities and improve their performance. I take an organisation-wide view, acknowledging where improvements can be made and taking responsibility for making these happen.

We are collaborative

I am politically aware and I understand formal and informal politics at the national level and what this means for our partners. This allows me to create long-term links and work effectively within decision-making structures. I remove practical barriers to collaboration to enable others to take practical steps in building relationships outside the organisation and in other sectors (public, not for profit, and private). I take the lead in partnerships when appropriate and set the way in which partner organisations from all sectors interact with the police. This allows the police to play a major role in the delivery of services to communities. I create an environment where partnership working flourishes and creates tangible benefits for all.

We deliver, support and inspire

I challenge myself and others to bear in mind the police service's vision to provide the best possible service in every decision made. I communicate how the overall vision links to specific plans and objectives so that people are motivated and clearly understand our goals. I ensure that everyone understands their role in helping the police service to achieve this vision. I anticipate and identify organisational barriers that stop the police service from meeting its goals, by putting in place contingencies or removing these. I monitor changes in the external environment, taking actions to influence where possible to ensure positive outcomes. I demonstrate long-term strategic thinking, going beyond personal goals and considering how the police service operates in the broader societal and economic environment. I ensure that my decisions balance the needs of my own force/unit with those of the wider police service and external partners. I motivate and inspire others to deliver challenging goals.

We analyse critically

I balance risks, costs and benefits associated with decisions, thinking about the wider impact and how actions are seen in that context. I think through 'what if' scenarios. I use discretion wisely in making decisions, knowing when the 'tried and tested' is not always the most appropriate and being willing to challenge the status quo when beneficial. I seek to identify the key reasons or incidents behind issues, even in ambiguous or unclear situations. I use my knowledge of the wider external environment and long-term situations to inform effective decision making. I acknowledge that some decisions may represent a significant change. I think about the best way to introduce such decisions and win support.

We are innovative and open-minded

I implement, test and communicate new and far-reaching ways of working that can radically change our organisational cultures, attitudes and performance. I provide space and encouragement to help others stand back from day-to-day activities, in order to review their direction, approach and how they fundamentally see their role in policing. This helps them to adopt fresh perspectives and identify improvements. I work to create an innovative learning culture, recognising and promoting innovative activities. I lead, test and implement new, complex and creative initiatives that involve multiple stakeholders, create significant impact and drive innovation outside of my immediate sphere. I carry accountability for ensuring that the police service remains up to date and at the forefront of global policing.