



## ROLE PROFILE

<b>Role Title:</b>	<b>Communications Engineer</b>
<b>Rank/Grade:</b>	<b>(B) PO1 (C) SO2 (H) A5</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>Communications Team Leader</b>
<b>Main purpose of the role:</b>	The Post-holder will assist the Communications Team Leader in providing installation, 1st and 2nd line support and maintenance of all communication services throughout BCH. This will include but not be exclusive to Telephone exchanges, IVR, ICCS and Call Centre technologies. To create and maintain all necessary assets tracking information, accounting for the issue and location of assets and ensuring that accuracy is maintained at all times.

<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Provide 1<sup>st</sup> &amp; 2<sup>nd</sup> line technical and engineering support and participate in an 'on call' emergency rota in respect of all communications services. Ensure that any disruptions to these services due to faults are kept to a minimum, meeting agreed time limits or SLA's. The post holder will ensure that the processes followed are in line with departmental policies and standards. To plan and manage the installation and relocation of communications equipment throughout BCH, where necessary involving external contractors and/or other sections of the department. Ensure that accurate records of all maintenance work and changes to assets are recorded in the appropriate asset tracking systems.</li> <li>• Using specialist tools and equipment monitor the quality, configuration and performance of the telephony, ICCS, voicemail and similar communications systems. Ensure the equipment and services meet present and anticipated needs of the Forces. This also includes providing guidance and advice to users in the best use of the communications equipment and services, both on a routine basis and in the course of establishing requirements for emergencies, major incidents or major events.</li> <li>• To create and maintain asset records relating to all communications equipment and services covering in service, stock and decommissioned equipment. This includes maintaining all system documentation, diagrams and records covering communications assets. This information must be updated in an accurate and timely manner at all times.</li> <li>• Carry out audits of equipment as directed and accurately record the results. Carry out software, firmware, and hardware upgrades to communications equipment. Install software patches and updates as required and accurately record the associated information in the appropriate management system. Configure equipment for the needs of individual users and manage the configuration to ensure security of restricted data.</li> <li>• To actively develop knowledge and understanding of the future of communication services so that skills are kept up to date. Follow industry developments and technical standards in these fields so that recommendations can be made to the Force, project teams, and ICT Managers on new tools, technology and equipment.</li> </ul>	

<b>Agile Working</b>	To be decided
<b>Psychological Assessment</b>	To be decided
<b>Return on Investment</b>	To be decided
<b>Limited Duties</b>	To be decided

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Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>

Entry Requirements
<ul style="list-style-type: none"> <li>Educated to BTECH HND standard in a relevant subject or equivalent industry experience</li> <li>3 years' practical ICT experience</li> <li>2 years' experience working with Telephony systems and technologies</li> <li>Experience of supporting call centre systems.</li> <li>Experience with Avaya and or Openscape Call Centre technologies, highly desirable.</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. Must be conversant and at ease with all forms of communications.</li> <li>Ability to work in a team</li> <li>Ability to work effectively with minimal supervision even when under pressure.</li> </ul>

Any other General Requirements/Scope
<ul style="list-style-type: none"> <li>The role holder may be required to attend meetings across Bedfordshire, Cambridgeshire and Hertfordshire with other ICT teams and business departments therefore the ability to travel is essential.</li> <li>Expected to be part of a formal on call rota.</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> <p><b>Obligatory Requirements</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>There is a requirement for the role holder to meet the probationary objectives set.</li> </ul>

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### 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

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I demonstrate 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.