

# Role Profile and Person Specification

## ROLE PROFILE

|                               |                       |                                |               |
|-------------------------------|-----------------------|--------------------------------|---------------|
| <b>Role Title:</b>            | UC Support Adviser    | <b>Leadership level:</b>       |               |
| <b>JRN:</b>                   | 30643                 | <b>Job family:</b>             |               |
| <b>Band:</b>                  | 7                     | <b>Location:</b>               | Agile         |
| <b>Allowances:</b>            | As per contract       | <b>Politically restricted:</b> | No            |
| <b>Department:</b>            | Digital Policing      | <b>Vetting level:</b>          | RV            |
| <b>Reporting to:</b>          | UC Service Teamleader | <b>Date Published:</b>         | November 2023 |
| <b>Posts responsible for:</b> | Allocated staff       |                                |               |

### Part A – Job Description

#### Overall purpose of the role:

Provide technical expertise, taking an active role in the efficient and effective delivery of a performant, cost effective and appropriately resilient mission critical unified communications service that meets the agreed service levels for critical business functions.

Take an active role in the planning, installation, configuration, monitoring, preventative maintenance and troubleshooting of unified communication systems.

#### Key responsibilities of the role:

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| <b>1</b> | Provide continuous support and maintenance for mission critical communication systems within the organisation (including the 999 and 101 contact centre systems) and ensure any detected or reported incidents are resolved or a suitable workaround provided in a quick and effective manner and to Service Level Agreements (SLA). Liaising with all sections of Digital Policing to ensure the provision of a fully integrated, efficient, effective and customer focused service.   |
| <b>2</b> | Actively manage any issues escalated to 3rd party suppliers ensuring clear lines of communication are in place and that resolution activity is being carried out to agreed SLA's.   |
| <b>3</b> | Take an active role in the installation, configuration and documentation of new communications equipment and related products, systems and services, as planned and to the correct standards.<br><br>Collaborate with users and 3 <sup>rd</sup> party service providers to determine appropriate solutions to satisfy the Force's unified communication requirements.<br><br>Assist in understanding and capturing new functional requirements and working with existing suppliers to purchase, install and configure new equipment and services. |

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|           | <p>Assist the users in understanding the capability of the current UC systems and how these might best be used to deliver an improved Communications service to the public, external partners and Force officers and staff.</p> <p>Manage and plan the installation, configuration and documentation of new communications equipment and related products, systems and services.</p>  |
| <b>4</b>  | <p>Take an active role in the delivery of an effective Incident and Problem Management service analysing, identifying and resolving potential problems and trends within the Communications environment and assessing whether the performance of the hardware and systems are aligned to agreed Service Level Agreements.</p>   |
| <b>5</b>  | <p>Work collaboratively with other teams within Digital Policing, and 3<sup>rd</sup> party suppliers to ensure communication applications and systems are maintained in a supported version and patch state to ensure a reliable, robust, and secure solution is available to users at all times.</p>   |
| <b>6</b>  | <p>As a subject matter expert, lead on the planning and delivery of communication products and services in support of transformation projects, problem management and change management initiatives.</p>  |
| <b>7</b>  | <p>Assess user UC requirements for special events and operations, providing specialist technical support to ensure that appropriate, secure communication services are in place and the users are able to gain maximum use/benefit from the equipment supplied.</p> <p>Participate in critical command structure for major incidents, including unsociable hours, to ensure that effective UC services are provided, in a timely manner, to support operational policing needs.</p> |
| <b>8</b>  | <p>Participate in the system of implementation and recovery procedures, including out of hours support when required, for any emerging or critical service outages in order to restore service and meet the service availability needs of the organisation.</p>   |
| <b>9</b>  | <p>Provide a timely response to requests from police officers and staff for call trace and voice recording data in line with policy and procedure to assist with ongoing incidents and investigations that can be used for evidential purposes in court.</p> <p>Attend court to present information as an expert witness.</p>   |
| <b>10</b> | <p>In the event of a multi-agency major incident, in line with the force's strategic co-ordination plan, implement the communication and infrastructure required to support multiple government agencies within the two-hour timeframe.</p>   |
| <b>11</b> | <p>Deliver effective training to end users on the most appropriate use of communications equipment in the form of remote or face to face training and the design of bespoke user guides for distribution to users. to enhance</p>   |

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|  | <p>their ability to use the equipment and to gain maximum benefit from the available functionality.</p> <p>Design and deliver effective training to end users on the use of communications systems and equipment. Create documentation for distribution to users to allow them to gain maximum benefit from the available functionality.</p> <p>Ensure that appropriate technical understanding and knowledge bases are created/updated to support effective technical knowledge transfer across the team.</p> |
| 12   | Responsible for the proactive management of communication equipment stock levels, the ordering of required and approved equipment to effectively support operational policing, events, and business continuity plan response activity in support of the Communications Department.   |
| 13   | Collaborate and co-ordinate with colleagues from other departments and Digital Policing teams to plan and implement communication solutions as part of large force projects.   |
| 14   | Co-ordinate the installation, maintenance and decommissioning of Communication infrastructure and services ensuring customer and suppliers are informed and documentation is updated throughout the process.   |
| 15   | Take an active role in the management of contractors whilst on site, ensuring that contractors have the appropriate level of vetting, in line with force Policy, and have all of the information that they need re site configuration and working practices to undertake planned work required by the force. Carry out risk assessments in accordance with health and safety regulations.  |
| 16   | Take an active role in the management of delegated team budgets by reviewing and validating invoices against orders, querying any discrepancies with suppliers, and maintaining accurate documentation ensuring the force receives value for money.  |
| 17   | Planning and prioritising workloads to continually meet the prioritised needs of the business, ensuring the best utilisation of skills and time to focus on and drive value.   |
| <b>Part B – Scope of contacts</b>  |  |
| <b>Internal / External relationships:</b>  |  |
| <b>Internal:</b> System Owners and Digital Policing service users, Technical “Gatekeepers” across the force including Communications/Estates/Finance, PMO, Project Managers and change coordinators. |  |

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**External:** 3<sup>rd</sup> Party Suppliers, colleagues from other forces, Fire and Rescue services, local authorities and other government agencies

## Part C – Competencies and Values

Northumbria competencies and values framework (NCVF)

## Part D – Continuous Professional Development (CPD) role 6 months

### First 6 months

1

2

3

4

### 12 months and beyond

5

6

7

8

## Part E - PERSON SPECIFICATION

| Criteria                                 | Essential   | Desirable   | How to be assessed            |
|--|---|---|-------------------------------|
| Qualifications, knowledge and experience | Proven experience of working in a Service Management 2nd line support role or equivalent experience in supporting | Educated to degree level or demonstrable equivalent experience. | Application/interview/<br>CPD |

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|                                       | <p>and maintaining communication services and equipment.</p> <p>A good level of computer literacy including use of Microsoft Office.</p> <p>Previous Customer Service experience.</p> <p>Must have a full UK driving licence and use of a car for business use.</p>  | <p>Knowledge of contact centre and telephony systems including:</p> <p>Avaya Contact Centre</p> <p>Avaya Communication Manager</p> <p>Previous experience of using an ITIL aligned ITSM toolset.</p> <p>Supplier management experience, being able to demonstrate how you have helped suppliers deliver to contractually agreed service levels.</p> |                                       |
| <p>Planning and organising</p>        | <p>Ability to plan and prioritise workloads in line with business needs and timescales.</p> <p>Organised, with the capability to manage activities together.</p> <p>Excellent attention to detail with the ability to work under pressure.</p> <p>Identify, investigate and implement new processes.</p> <p>Excellent time management.</p> | <p>Experience of budget management.</p>   | <p>Application/interview/<br/>CPD</p> |
| <p>Problem solving and initiative</p> | <p>Proven flexibility with the ability to make own decisions and work on own initiative, often in high pressure situations.</p> <p>Ability to bridge the gap between technical and business language to create</p>   | <p>Demonstrable knowledge and experience of identifying solutions to fix difficult or complex issues</p> <p>Experience of assessing and initiating plans independently ahead of instruction.</p>  | <p>Application/interview/<br/>CPD</p> |

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|                               | <p>pragmatic, appropriate solutions.</p> <p>Analyse and respond to customer challenges to provide positive solutions using judgement, creativity and initiative.</p> <p>Excellent listening and analytical skills.</p> <p>Logical approach to troubleshooting.</p>  |  |                           |
| Management and teamwork       | <p>Good interpersonal and team working skills.</p> <p>Ability to take ownership/share tasks between colleagues to achieve required results</p> <p>Quickly build rapport with internal and external stakeholders.</p> <p>Knowledge and experience of working within a team environment.</p>  |  | Application/interview/CPD |
| Communicating and influencing | <p>Proven experience and track record of supporting, maintaining, and improving communication systems throughout their lifecycle, engaging with teams, stakeholders, and suppliers.</p> <p>Demonstrable knowledge and experience of managing 3rd party suppliers/partners in the delivery of technical services.</p> <p>Ability to effectively communicate complex and challenging technical issues</p> |  | Application/interview/CPD |

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|                             | to technical and non-technical employees using differing methods ensuring the messages are understood. |  |                               |
| Other skills and behaviours | Focusing on and adapting to the customer's needs to deliver satisfaction to the wider business.        | <p>Previous experience of working within a police force or other public sector organisation.</p> <p>Awareness of the appropriate use of procurement frameworks in the purchase and provisioning of communications products and services.</p> | Application/interview/<br>CPD |