**ROLE PROFILE**

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| **Role Title:** | Service Asset Configuration Management Analyst | | **Leadership level:** | *To be determined at later phase* |
| **Post reference:** |  | | **Job family:** | *To be determined at later phase* |
| **Grade:** | Grade I | | **Location:** | Middle Engine Lane (MEL) |
| **Allowances:** | Casual Car User | | **Politically restricted post:** | No |
| **Area command / Department:** | Digital Policing  Department  Service Delivery | | **Vetting level:** | RV – Recruitment Vetting |
| **Reporting to:** | Transition & Quality Manager | | **Date accepted as a role profile:** |  |
| **Posts responsible for:** | Allocated team members | | | |
| **Part A – Job Description** | | | | |
| **Overall purpose of the role:** | | | | |
| To drive, build and maintain the Digital Policing Configuration Management Database (CMDB), including policy, process and procedures relating to Service Asset Configuration Management (SACM).  Acting as Configuration Librarian (CL), manage and quality assure the identification, control, monitoring, verification, receipt, storage and withdrawal of all supported Configuration Items (CIs), ensuring the accuracy of data held within the CMDB.  Proactive report, present and analysis information on the CMDB, as well as specific categories of CIs, to drive the benefits and value across DP. | | | | |
| **Key responsibilities of the role:** | | | | |
| **1** | | Control and maintain the Configuration Management Database (CMDB) organising all supporting and various SACM activities related to identification, control, monitoring, verification, receipt, storage and withdrawal of all supported CIs. | | |
| **2** | | Design, control and maintain the CMDB design schema and ensure that relevant integration points between CMDB and other databases/systems are in place, to also include external partners and third party suppliers | | |
| **3** | | Proactively drive, promote and champion the benefits and value of the CMDB, to maximise the value of CIs, as well as supporting the effective and efficient management of Incidents, Problems and Changes. | | |
| **4** | | Proactively monitoring the effectiveness and use of the CMDB, making recommendations for improvement and ensuring they are registered, planned and prioritised on the improvement register. | | |
| **5** | | Monitoring the effectiveness of the CMDB and making recommendations for improvement. | | |
| **6** | | Support troubleshooting, analysing and resolution of faults, liaise with colleagues, acting as a point of escalation for all CMDB issues. | | |
| **7** | | Support the development, documentation and maintenance of SACM policy, process and procedures and maintain them to ensure effective day to day management. Regularly communicate related obligations effectively to all involved parties to ensure they understand their obligation to meet SACM policy requirements. | | |
| **8** | | Manage planned/ad-hoc quality assurance audits of the CMDB to ensure its credentials and integrity are maintained in alignment with SCAM policy and process. | | |
| **9** | | Produce, analyse and present reports and dashboards in relation to CIs within the CMDB, to support DP colleagues in their effective and efficient use of CIs. | | |
| **10** | | Provide expert knowledge and direction on the selection of tooling for CMDB, including environmental scanning of the market and available products and services. | | |
| **11** | | Responsible for the wellbeing and performance management of the team. Provide leadership and direction to the team including recruitment, appraisal, development and performance of staff, ensuring they have the skills, knowledge, behaviours and experience to be productive in their role and reach their full potential. | | |
| **Part B – Scope of contacts** | | | | |
| **Internal / External relationships:** | | | | |
| **Internal:** Transition and Quality Team, Service Delivery Team and Digital Policing colleagues.  **External:** 3rd party suppliers and vendors, colleagues from other Police Forces, working groups, internal and external auditors. | | | | |

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| **Part C – Competencies and Values** |
| **Northumbria competencies and values framework (NCVF)** |
| *Level – tbc* |

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| **Part D – Continuous Professional Development (CPD) role 6 months** *To be determined* | |
| **First 6 months** | |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** | |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | ITIL Foundation qualification.  Demonstrable knowledge of service asset management and its related policies and procedures.  Experience of IT asset reconciliation processes.  Demonstrable knowledge of service asset schemas and relationships.  Experience of ICT hardware, software and systems. | ITIL Lifecycle Certificate in Service Transition qualification.  Awareness of integrity and quality of CMDB. | Application/interview/  Continuous Professional Development aligned to existing role |
| Planning and organising | Demonstrable planning and organising capability.  Excellent time management able to meet deadlines.  Sound decision making within role scope.  Able to manage multiple concurrent activities. | Experience of project management and related methodologies (e.g. Agile and Prince2). | Application/interview/  CPD |
| Problem solving and initiative | Demonstrable analytical thinking.  Demonstrable initiative and creativity skill.  Adaptability and flexibility. |  | Application/interview/  CPD |
| Management and teamwork | Quickly builds rapport with internal/external stakeholders.  Knowledge and experience working with technical IT teams. |  | Application/interview/  CPD |
| Communicating and influencing | Demonstrable communication and listening skills.  Excellent verbal and writing skill.  Experience in influencing and negotiating within a team setting. |  | Application/interview/  CPD |
| Other skills and behaviours | Experience working with third parties including suppliers. | Involved in SACM / CMDB design and implementation. | Application/interview/  CPD |