

**Police Staff**  
**Chief Information Officer (CIO)**  
**Role Definition: 20700**

**ROLE DEFINITION**

Dept / Area Command:	Executive Team	Section:	SMT
Post Title:	Chief Information Officer	Post Reference:	20700
Post Grade:	Band 7	Location:	Middle Engine Lane
Car User Status:	Casual	Telephone Allowance:	
Shift Allowance:		Standby Allowance:	
Weekend Enhancement:		Contractual Overtime:	
Line Manager:	Deputy Chief Constable		
Staff Responsibilities:	Allocated staff and trainees		
Purpose:	<p>Lead, develop and implement ICT strategies that are aligned to the strategic priorities for Northumbria Police and the OPCC. Partner with internal and external senior leaders and stakeholders to enable greater collaboration and effective delivery of the Police &amp; Crime Plan.</p> <p>Provide strategic ownership and operational accountability for leading the design and delivery of an effective and efficient Information, Communication &amp; Technology (ICT) function within Northumbria Police.</p>		

**Key Responsibilities:-**

- Lead, manage and motivate the ICT function, ensuring the continuous development of its professional capability and capacity.
- Embed a customer focussed, service orientated culture geared towards enhancing personal responsibility, delivering a quality service, service improvement and services performance.
- As part of the Executive Team, provide internal consultancy and advice on technology and transformation, driving an innovative and 'can do' culture across the organisation and seizing the opportunity to leverage from existing IT investments and solutions. Provide clear, timely and easily understood communications and updates to all relevant stakeholders.
- Establish and promote the overall vision for how IT can support the business and leads on the formulation and implementation of strategy.

- Ensure all IT services and systems meet or exceed their agreed service and performance levels to enable agile, responsive policing services within Northumbria and partner agencies.
- Engage and build positive relationships with customers, clients, stakeholders and partners to understand their needs, priorities and how IT can support the realisation of these needs.=
- Proactively work with partner organisations to explore opportunities for collaboration, data sharing, and efficient and effective working.
- Manage all resources within the ICT function and ensure the effective use of public money. Identify and exploit opportunities to generate income and efficiencies. Manage / oversee budgets in accordance with the Scheme of Delegation.
- Monitor provision of IT services, levels of service and service quality.
- Lead on developing and setting the change, and continuous improvement, process across both organisations and manage implementation, ensuring a cohesive team develops. Accountable for the overall IT workforce planning strategy across the IT service, ensuring that there is adequate skilled resource to meet planned service delivery.
- Take responsibility for meeting the recruitment, re-skilling and demand forecasts for IT practitioners, advising on the approach and relevant policies.
- Audit and assess the ongoing success and effectiveness of the process, including retention analysis, media and supplier assessment, customer satisfaction and selection methods validation.
- Authorise allocation of resources for the planning, development and delivery of all information systems services and products with overall accountability for IT governance and IT resourcing.
- Inspire creativity and flexibility in the management and application of IT. Leverage a broad and deep IT knowledge, coupled with equivalent knowledge of the activities of other organisations that employ IT, in order to develop best practice tools and techniques across the organisation
- Set strategy and develop plans, policies and processes for the accounting, budgeting and, where applicable, charging/showback of IT resources and services, including the definition of cost models and charging models.
- Set, negotiate, agree and manage all financial budgets and targets, ensuring there is adequate funding for all IT targets and plans, especially to meet development and capacity needs.
- Understand, explain and present complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner.
- Communicate the potential impact of emerging technologies on organisations and individuals, assessing the risk of using or not using such technologies. Assess the impact of legislation and actively promotes compliance.

**The post-holder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.**

## Essential Skills, Experience and Qualifications

- Educated to degree level (or equivalent relevant experience).
- An understanding of the social, economic and political environment that the police operate within.
- Demonstrable experience of managing and leading the performance of large IT suppliers.
- Financial experience of managing large technology budgets.
- Demonstrable experience of managing and developing people.
- A proven track record in service development and achieving improvements in standards and performance while reducing costs.
- Demonstrable experience of defining, leading and implementing an IT strategy.
- Demonstrable knowledge of ITIL 3 or 4 and optimisation of IT Process.
- Demonstrable knowledge of Prince 2 or equivalent.
- Demonstrable understanding of End User Computing, Networks and Hosting.
- Working understanding of Enterprise Architecture, TOGAF or equivalent.
- Experience and Understanding of the National Enabling Programmes (NEP).
- Ability to see the strategic landscape and exploit opportunities for both technology and the wider organisation.
- Experience of transforming an operational support model and implementing/running a mobile platform would be highly desirable. The post holder would be expected to drive a high level of customer and stakeholder engagement, both within and outside of Northumbria Police.
- Evidence of strategic awareness, creativity and innovation.
- Extensive experience of running a mission critical, 24x7 IT department supporting multiple locations and including telephony and radio communications, preferably in an emergency services environment.
- Extensive experience of setting and managing complex IT budgets, both revenue and capital.
- Extensive experience of leading and developing multi-disciplinary technical teams.
- Extensive experience of writing strategy documents, complex business cases and presenting to senior stakeholders.
- Good experience of programme and project management methodologies and structures.
- Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment and keeps themselves up to date on current developments.

### **Desirable Skills, Experience and Qualifications**

- Working understanding of software development tools techniques and lifecycles.
- Working understanding of Cloud strategies and enterprise cloud computing
- Public sector commercial knowledge