

Role Profile and Person Specification

ROLE PROFILE

Role Title:	Command and Control System Administrator	Leadership level:	
JRN:	20533	Job family:	
Band:	7	Location:	Location Based
Allowances:	As per contract	Politically restricted:	No
Department:	Force Transformation	Vetting level:	RV
Reporting to:	Senior Systems Administrator	Date published:	Oct 2023
Posts responsible for:	None		

Part A – Job Description

Overall purpose of the role:

To provide the Force with configuration, support and maintenance skills and experience for the Contact records management and the Command and Control system (Smartcontact):expected to be proactive in locating and solving problems/issues, providing system improvements and updates, aiding usage, and passing on system knowledge to the Force business users/representatives.

Key responsibilities of the role:

1	Lead on the configuration of Smart Storm/ Aspire products, ensuring optimal system effectiveness and enhanced user experience to support in the delivery of outstanding operational processes
2	Provide systems administration support for Smart Storm/ Aspire software issues encountered by users, including: fault diagnosis; problem solving; remedial actions; system testing; user access and daily monitoring to respond to concerns in a timely manner; to include system health checks and testing/acceptance of upgrades.
3	Ensure all Smart Storm/ Aspire technical environments being used by the Force are kept up to date and synchronised.
4	Maintain excellent product knowledge to ensure future developments/ enhancements/ product roadmaps are known and understood. Advise others on the use, potential inclusion and benefits of any new features being provided.
5	Utilise in-depth product knowledge to suggest system solutions to improve processes and overcome operational problems. Engage in CAB meetings to advise on configuration changes/ enhancements
6	Support process mapping workshops, providing system expertise to develop and optimise operational processes
7	Plan and undertake system configuration with ongoing support and system development including a variety of ICT based programmes and skills. Configure and maintain current and future features and functionality provided within Smartcontact to improve effectiveness and enhance the user experience
8	Support with system testing, undertaking bug fixes where appropriate and liaising with suppliers where bug fixing is under their jurisdiction

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9	Undertake regular system health checks and daily management of the system ensuring performance of the system is optimised
10	Contribute to the preservation of data accuracy and integrity; to include being a point of contact for any duplicate data queries and resolution.
11	Manage the delivery of systems upgrades and patches from Suppliers; liaising with ICT and other relevant departments during the implementation process; providing advice/guidance on usage and technical matters to internal teams and end users.
12	Assist with the identification of training needs and course content for specific groups of users of the system and support training where appropriate
13	Support the Geographical Locations System Administrator in their duties when on leave or busy and support Connect administrators
14	Maintain close working relationships, as required, with Force Business representatives, Suppliers and External Stakeholders e.g. other Forces/Agencies. Identify potential collaboration opportunities with others and attend appropriate events to ensure best practice is followed and shared.
15	Liaise with external stakeholders and attend relevant national user groups representing Northumbria to share and understand best practice

Part B – Scope of contacts

Internal / External relationships:

Internal:

- Project Manager
- Force Transformation Lead.
- ICT – Implementation of Storm and Aspire Improvements and queries .
- Communications Dept – System queries
- Crime Analysts –.
- CDD – for data analysis.
- People Development Training – Training requirements for within the C&C system and update to Training Content.
- Police Staff & Officers – continuous improvement inputs/ training
- Comms and Engagement – project comms and engagement plans/ messages
- Firearms Licensing
- Alarms Team
- Airwaves team
- Fleet management
- PSD
- Traffic department
- People services

External:

- Third Party Suppliers – NEC, Sopra Steria.

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- Third Party Companies – BT, What3Words
- Other Police Forces
- Local Authorities
- Other organisations – to research best practice

Part C – Competencies and Values

Northumbria competencies and values framework (NCVF)

Level – tbc

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

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Relevant experience of working in a service and project managed environment.	Educated to Degree level. A good understanding of large IT Systems and the	Application/interview/CPD

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	<p>Strong organisational skills, ideally supported by experience of using a formal project management methodology.</p> <p>Experience in evaluating information and the ability to clearly explain complex issues.</p>	<p>implications of emerging technologies for the Police environment.</p>	
Planning and organising	<p>Excellent planning and organisational skills.</p> <p>Able to work under own initiative; prioritising tasks to meet the needs of the business.</p> <p>Use a structured approach to their work, with the ability to regularly assess and manage priorities.</p>	<p>Experience of managing risks and issues.</p>	<p>Application/interview/CPD</p>
Problem solving and initiative	<p>Excellent problem solving skills and logical, innovative thinking.</p> <p>Possess good analytical skills, with an understanding of the need for accuracy and attention to detail.</p> <p>Ability to bridge the gap between technical and business language, to ensure the delivery of appropriate outcomes.</p> <p>Ability to analyse priorities & respond to complex customer challenges.</p>	<p>Experience of project delivery preferably in a technical environment.</p>	<p>Application/interview/CPD</p>
Management and teamwork	<p>Self-motivated and able to work individually but also as part of a team.</p>	<p>Experienced in working with a variety of stakeholder at all levels of an organisation.</p>	<p>Application/interview/CPD</p>

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	Able to develop good working relationships with management, colleagues, suppliers, internal and external stakeholders.	Experience of working across multiple teams and functions to achieve desired outcomes.	
Communicating and influencing	<p>Monitor progress against timescales and objectives in order to provide accurate updates and impacts to Management.</p> <p>A good communicator, able to tailor style and method to suit a range of stakeholders, staff and suppliers.</p> <p>Have the confidence to positively challenge requirements and identify more efficient / effective ways of working.</p> <p>Able to discuss and document requirements with both technical and non-technical stakeholders.</p>	Presentation, reporting writing, consulting, customer facing and negotiation skills.	Application/interview/CPD
Other skills and behaviours			Application/interview/CPD