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| Police Staff Technology Partner (TP)  Role Definition: 20787 |

**ROLE DEFINITION**

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| Dept / Area Command: | Information & Communication Technologies Department | http://domcms/icons/ecblank.gif | Section: | Business Engagement |
| Post Title: | Technology Partner | http://domcms/icons/ecblank.gif | Post Reference: |  |
| Post Grade: | Grade I to Grade J | http://domcms/icons/ecblank.gif | Location: | As required within the Force area including home working |
| Car User Status: | Casual | http://domcms/icons/ecblank.gif | Telephone Allowance: | Mobile provided |
| Shift Allowance: | n/a | http://domcms/icons/ecblank.gif | Standby Allowance: | n/a |
| Weekend Enhancement: | n/a | http://domcms/icons/ecblank.gif | Contractual Overtime: | n/a |
| Line Manager: | Technology Partner | | | |
| Staff Responsibilities: | Trainees | | | |
| Purpose: | The Technology Partner will take direct responsibility for assessing whether, within a predetermined section of the force, the ICT services and solutions are adding value, performing to the required level, and are built to enable agile, responsive policing services within Northumbria and partner agencies.  Within their allocated area of responsibility, the Technology Partner role has 4 main responsibilities  1. **To improve alignment** between ICT and the Force, ensuring that the services provided support the force’s required capabilities  2. **To identify service failures** where the day to day ICT customer services are ineffective and are not satisfying business demand  3. **To provide tailored support for senior policing leaders** and stakeholders to enable more granular services and collaboration between the business and ICT  4. **To influence, speed up and gain maximum value** out of new change initiatives and to nurture and exploit new ideas from the business. | | | |
| Vetting: | RV – access to official sensitive and occasional secret information | | | |

**Key Responsibilities:-**

IT Alignment

* Create and maintain the alignment between ICT and the Force, validate if all ICT services and systems meet or exceed their agreed service and performance levels to enable agile, responsive policing services within Northumbria and partner agencies
* Promote, to ICT, the required ICT services, service levels and forecasted projects and planned business activities to enable greater demand and resource planning to be achieved
* Promote to the force the overall vision for how ICT plans to support the force on the formulation and implementation of tactical and strategy solutions
* Communicate the potential impact of emerging technologies on organisations and individuals, assessing the risk of using or not using such technologies
* Promote adherence to ICT Technology standards and governance.
* Monitor and raise awareness of ICT contract renewals for key business solutions ensuring adequate commercial and transition planning time is allocated

Customer Support

* With a clear focus on customer service assure whether ICT deliver a quality service, and provides ICT solutions that enable the required functional capabilities
* Take responsibility for the provision of IT services, levels of service and service quality
* Own, monitor, investigate and improve poor ICT service provision
* Maximise the use of the technology solutions already available
* Identify where adequate technology training is made available to the business, identify training gaps and bring to the attention of the appropriate business leads
* Continually looks for ways of improving performance and customer service
* Present updates on IT performance and new developments tailored to specific areas of interest
* Provide support for the assessment of IT security breaches and incidents
* Act as a Change Agent – Demonstrating the value that new technologies can bring to each business function

Build Relationships

* Inspire creativity and flexibility in the management and application of IT
* Provide technology & strategic input into business initiatives across the force
* Understand, explain and present complex technical ideas to both technical and non­technical audiences at all levels in a persuasive and convincing manner
* Build and own the process that enables the capture of new business ideas and provide environments to nurture and improve innovation

Business Change

* Work with the Business Analysts to capture new requirements, build business cases and support the initial high level service design
* Support the allocated business section leads through the business case and project approvals process
* Maintain a project portfolio and support the journey through to project approval
* Influence the prioritisation process for each Business Area, ensure project processes are followed and appropriate business cases are developed for each project
* Provide oversight and progress reports across the project portfolio to ensure delivery of projects on time and within budget, to agreed specifications that all changes are controlled, agreed and clearly communicated
* Ensure appropriate business change and training is in place for new services and solutions

**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**

* Experience of working as a change agent
* Demonstrable experience of influencing and organisational skills
* Strong communication and presentation skills able to effectively communicate with non-technical business leads and technical ICT/supplier staff
* A good understanding of IT service delivery and projects management
* Experience of partnership working
* Ability to see the strategic landscape and exploit opportunities for both technology and the wider organisation.
* Evidence of creativity and innovation.
* Experience of supporting the writing business cases and following governance approval processes.

**Desirable Skills, Experience and Qualifications**

* Understanding of the social, economic and political environment that the police operates within
* Has a deep understanding of the IT industry and the implications of emerging technologies for the Police environment
* Experience and Understanding of the National Enabling Programmes (NEP)
* Educated to degree level (or equivalent relevant experience)
* Deep and wide understanding of Policing
* Working understanding of software development tools techniques and lifecycles.
* Public sector commercial knowledge
* Knowledge of ITIL 3 or 4 and optimisation of IT Process.
* Knowledge of Prince 2 or equivalent.