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| **Police Staff****Development Support & Maintenance Manager** **Role Definition: 20774**  |

 **ROLE DEFINITION**

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| Dept / Area Command: | Information & Communication Technologies Department  | http://domcms/icons/ecblank.gif | Section: | Application and Data Management |
| Post Title: | Development Support & Maintenance Manager  | http://domcms/icons/ecblank.gif | Post Reference: | 20774  |
| Post Grade: | 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: | No Shifts | http://domcms/icons/ecblank.gif | Standby Allowance: |  n/a |
| Weekend Enhancement: |  n/a | http://domcms/icons/ecblank.gif | Contractual Overtime: | N/A |
| Line Manager: | Solutions Delivery Manager  |
| Staff Responsibilities: | Allocated Staff and Trainees |
| Purpose: | To manage and facilitate the section's second line support & maintenance activities for in-house developed systems by directing, planning and prioritising work and ensuring that the requisite standards, frameworks and tooling constraints are adhered to in order to deliver an outstanding support & maintenance service that successfully contributes to the strategic objectives of the force. |
| Vetting: | RV – access to official sensitive and occasional secret information |

**Key Responsibilities:-**

1. Manage the continuous support and maintenance of all in-house built applications ensuring that reported incidents and problems are resolved quickly and effectively whilst efficiently delivering tactical change requests and service requests to appropriately meet the needs of the Force.
2. Ensure that the support teams are able to provide a resilient service with succession planning and shared understanding of the solutions, tools and approaches used to support the systems, with no single point of failure.
3. Work closely with the Development Manager to ensure that the support and maintenance function is fully protected with sufficient capacity to deliver an effective and efficient service at all times.
4. Ensure operational standards and procedures comply with ICT Service Management guidelines by ensuring the performance of the systems and support services remains in line with service level agreements and performance in order to provide a customer focused service.
5. Ensure that the relevant skilled and experienced resource is available to successfully deliver an outstanding support function at all times both inside and outside of core working hours.
6. With the support of a Lead Developer, ensure that technical advice, support and guidance are available to the Support & Maintenance Development team to: validate accurate planning and estimation; help resolve technical issues that arise; account for architectural constraints; and mitigate affiliated technical risk relating to the support and maintenance of live systems.
7. Ensure that development processes and procedures are fully documented and understood by the Support & Maintenance Development Team to deliver an outstanding service.
8. Liaise with the Technology Partners to ensure that the existing in-house built systems and interfaces remain fit for purpose and provide the Force with the functionality that it requires. Where the functionality no longer offers best value, work with the Solutions Architects to identify alternative solutions.
9. Ensure that an effective handover process is established and followed with the requisite support documentation created and maintained to support the developed systems once they move to Business As Usual.
10. Identify and manage the level of risk involved in ICT changes that could affect in-house developed solutions and interfaces, assessing the impact that the change will make on the customer's business operation, affiliated systems and infrastructure as well as customer service.
11. Consider change management, application performance and evolving application-based business requirements when delivering new change, maintaining good relationships with customers, Technology Partners and Force Transformation Team to continue to provide an effective development support function within the requisite quality standards.
12. Manage and be responsible for the recruitment, appraisal, development and performance of staff, ensuring that they have the knowledge, skills and experience to achieve required standards and deliver consistency of approach to provide a professional and effective service.
13. Prepare budgets in consultation with senior management by ensuring that funding and resources remain aligned with planned commitments and financial guidelines.
14. Contribute to negotiations with suppliers and tenderers for equipment and services by ensuring that an informed and balanced view is available to support the decision making process.
15. Contribute to the maintenance of the departmental Major Disaster Recovery Plan in order to ensure that operational activity remains unaffected under a variety of disaster scenarios.

**The postholder 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)
* Software development lifecycle experience
* Development System Support experience
* Supplier management experience
* Customer Service experience
* Experience of using an ITSM tool
* Java experience would be essential
* Strong communication, writing, consulting and client facing skills
* Leadership and strategic management skills
* Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions
* Good organisational and planning skills, including capacity and resource planning experience
* Effective, pragmatic negotiating skills

Desirable:

* COBOL experience would be advantageous but is not essential
* Knowledge of Atlassian’s Jira ITSM solution
* Experience of working in a public sector or police force environment
* Knowledge of ITIL4 lifecycle