



## ROLE PROFILE

<b>Role Title:</b>	FIRMS Support & Development Officer
<b>Grade:</b>	6/SO1
<b>Responsible to:</b>	FIRMS Support & Development Manager
<b>Responsible for:</b>	No Supervisory Responsibility
<b>Liaison with:</b>	Key Systems Clients, Police Officer, Police Staff, General Public, External Organizations, Agencies and Partnerships
<b>Required Vetting Level:</b>	MV/SC – Management Vetting and Security Clearance
<b>Date Published:</b>	July 2025

<b>Role Purpose</b>	<p>The post holder will be expected to be a multi-functional member of the FIRMS team, providing support and development for the main enterprise resource planning (ERP) applications covering HR, Payroll, Finance and Procurement, Rostering &amp; Learning and Development.</p> <p>You will work with key business owners and users to primarily provide second line support for faults and queries while proactively seeking process improvement opportunities to develop the applications accordingly in line with overall force and departmental strategies.</p>
<b>Main Responsibilities</b>	<p><b>Advice and Guidance</b></p> <ul style="list-style-type: none"> <li>• Give advice and guidance to business areas and suppliers, on the phone, face-to-face and via electronic media, on related area of work following standard procedures</li> <li>• Investigate problem/issue(s) and provide appropriate solution(s)</li> <li>• Provide adequate support to users as directed</li> <li>• May involve inspecting and reviewing situations for compliance</li> <li>• May involve interacting with and pro-actively supplying information to community groups and members of the public</li> <li>• May involve taking and/or advising on appropriate action within remit</li> <li>• May involve responding to escalated queries from members of the public</li> </ul>
	<p><b>Customer Service and Representation</b></p> <ul style="list-style-type: none"> <li>• To present a positive image and service to both internal and external customers</li> <li>• Individuals are required to effectively engage with internal and external customers and suppliers at all levels, in order to provide a high-quality standard of service</li> <li>• Maintain confidentiality in relation to data protection issues and Management of Police Information (MOPI) standards</li> </ul>
	<p><b>Organisation/Planning</b></p> <ul style="list-style-type: none"> <li>• Plan and organise allocated own work</li> <li>• Co-ordinate with other team members</li> <li>• Contribute to departmental subject/functional/unit plans</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and implement sub project plans</li> <li>• Develop and agree a course of action covering the short and medium term</li> <li>• To organise and schedule events/meetings as directed</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• May monitor and allocate workload and monitor performance</li> <li>• Coach and mentor others</li> <li>• Quality assure the standard of work of the team</li> </ul> <p><b>Processes</b></p> <ul style="list-style-type: none"> <li>• Adapt and refine work practices and procedures in own area</li> <li>• To follow, create, amend, improve and quality assure processes for use by self and others</li> <li>• Ensure various transactions are processed</li> </ul> <p><b>Research and Investigation</b></p> <ul style="list-style-type: none"> <li>• To undertake research on legislation/ complex/ sensitive/ contentious specific subject matters</li> <li>• Present recommendations</li> <li>• Gather and analyse information and provide results for further analysis</li> <li>• To carry out investigations of relevant problems, queries and/or situations</li> <li>• Follow-up enquiries as directed</li> </ul> <p><b>Risk Management and Legal Compliance</b></p> <ul style="list-style-type: none"> <li>• Identify risks within own remit</li> <li>• Identify controls to mitigate risks and inform</li> <li>• Comply with legislation</li> </ul> <p>In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.</p>
<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Educated to A Level Standard or demonstrate equivalent skills and abilities to this level.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• ITIL v3 Foundation</li> </ul> <p>MTA: Certification (Database Fundamentals / Software Development Fundamentals)</p>
<b>Skills</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Must be computer literate and proficient in Microsoft Office 2016 applications to Microsoft Office Specialist level.</li> <li>• Ability in and experience of testing technical systems and diagnosing and rectifying faults within such systems</li> <li>• Must demonstrate an ability to communicate technical information to non-specialists and to develop and deliver suitable training materials to relevant audiences</li> <li>• Ability to develop detailed document specifications to enable appropriate communication and understanding with suppliers and other third parties.</li> <li>• Proven ability in a customer focussed application support environment.</li> </ul>

	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Welsh Language Level 1 - Greet, introduce and open and close conversations. Say place names, first names and signs correctly. Recognise departments, locations and ranks. Give and receive personal details. Open and close meetings and write simple requests.</li> <li>• Ability to process map and process reengineer</li> <li>• Ability to query and extract data from SQL databases</li> </ul>
<p><b>Knowledge</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Enterprise Resource Planning (EPR) software characteristics and components</li> <li>• Knowledge of data analysis and interpretation of business requirements into application configurations and developments</li> <li>• Knowledge of supporting applications as an administrator</li> <li>• Knowledge of processes in one or more of the following areas: <ul style="list-style-type: none"> <li>○ Accountancy</li> <li>○ HR/Payroll</li> <li>○ Learning and Development</li> <li>○ Procurement</li> <li>○ Rostering and planning</li> </ul> </li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of UNIT4 Business World, SEL GRS or Kallidus</li> <li>• Knowledge of querying SQL databases</li> <li>• Knowledge of Police Regulations and Terms and Conditions of Service</li> </ul>
<p><b>Personal Qualities</b></p>	<p><b>Serving the Public</b>  Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests  Understands the expectations, changing needs and concerns of different communities and strive to address them  Builds public confidence by talking to people in local communities to explore their viewpoints and break down barriers between them and the police  Understands the impact and benefits of policing for different communities and identifies the best way to deliver services to them  Works in partnership with other agencies to deliver the best possible overall service to the public</p> <p><b>Professionalism</b>  Acts with integrity, in line with values of the Police Service  Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations  Acts on own initiative to address issues, showing a strong work ethic and putting in extra effort when required  Upholds professional standards, acting honestly and ethically and challenges unprofessional conduct or discriminatory behaviour  Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required</p> <p><b>Openness to Change</b>  Positive about change, responding flexibly and adapting to different ways of working</p>

Finds better, more cost effective ways to do things, making suggestions for change  
Takes an innovative and creative approach to solving problems  
Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge

**Service Delivery**

Understands the organisation's objectives and priorities and how work fits into these  
Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes  
Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well  
Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate

**Decision Making**

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations  
Considers a range of possible options before making clear, timely, justifiable decisions  
Reviews decisions in light of new information and changing circumstances  
Balance risks, costs and benefits, thinking about the wider impact of decisions  
Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest

**Working with Others**

Works co-operatively with others to get things done, willingly giving help and support to colleagues  
Is approachable, developing positive working relationships  
Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively  
Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations  
Is courteous, polite and considerate, showing empathy and compassion  
Deals with people as individuals and address their specific needs and concerns  
Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non judgemental approach regardless of their background or circumstances.

All individuals of South Wales Police must display the qualities to be able to work in an organisation with minority groups and provide service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to work place bullying or any other form of discriminatory behaviour.

**Method of Assessment**

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

	<b>Shortlisting</b>
Qualifications	Yes
Skills	Yes
Knowledge	Yes
Personal Quality – Serving the Public	
Personal Quality – Professionalism	
Personal Quality – Openness to Change	Yes
Personal Quality – Service Delivery	Yes
Personal Quality – Decision Making	
Personal Quality – Working with Others	