

**ROLE PROFILE**

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| **Role Title:** | ICT Senior Service Delivery Analyst |
| **Grade:** | Scale PO1/2 |
| **Responsible to:** | ICT Customer Service or Business Services Manager |
| **Responsible for:** | ICT Service Delivery Analysts |
| **Liaison with:** | Police Officers, Police Staff, General Public, External Organisations, Agencies and Collaborative Partners |
| **Required Vetting Level:** | MV/SC – Management Vetting & Security Clearance |
| **Date Published:** | January 2023 |

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| **Role Purpose** | The ICT Senior Service Delivery Analyst will be responsible for supporting a large user base. Your role includes providing services and operations at all levels of large-scale enterprise infrastructure platforms, ensuring business continuity for 24/7 critical emergency services. You will also deliver IT service and business management through standardised methodologies and frameworks.  As an IT Service and Business Management professional, you will be responsible for overseeing and supporting various areas such as IT Service Management, ICT Service Desk, ICT Customer Relations, ICT Financial Management, ICT Procurement, or ICT Supplier Relations. Your role includes maintaining a robust, efficient, effective, and secure technical infrastructure service that aligns with the organization's vision and supports the delivery of strategic priorities and digital agenda within agreed plans, standards and service levels  You will report directly to a Senior ICT Customer Service or ICT Business Services Manager and provide support to other analysts. Additionally, you will be required to provide specialist advice to the ICT Service Delivery Manager and other members of the Senior Management Team such as the ICT Technical Delivery Manager, ICT Technical Programme Manager and the ICT Technical Standards Manager. You will also be responsible for providing resources to support business and project delivery, internal customers, external agencies/partners and suppliers, in order to pursue efficient and effective solutions and technologies. |
| **Main Responsibilities** | **Advice and Guidance** |
| * Provide expert advice and guidance to customers on complex and/or escalated issues within relevant subject area * Prepare analyse and present management information to senior managers and Chief Officers * Promote innovative solutions through the provision of expert knowledge and advice * Provide high level advice and guidance on complex and/or escalated issues. |
| **Business Improvement** |
| * Lead initiatives to improve business processes * Identify, propose and implement developments and improvements to the area, unit or project for the mutual benefit of the force and customers |
| **Customer Service and Representation** |
| * To present a positive image and service to both internal and external customers * Individuals are required to effectively engage with internal and external customers at all levels, to provide a high-quality standard of service * Maintain confidentiality in relation to data protection issues and Management of Police Information (MOPI) standards |
| **Finance** |
| * Plan and implement budget proposals for own area, unit or project * Receive, process and quality assure financial transactions * Plan and control spending of delegated budget for own division/department |
| **Organisation/Planning** |
| * Contribute to the organisation of associated resources, such as people, systems and equipment * Shared responsibility for the development, implementation, and promotion of the departmental/BCU plans and service level agreements * Monitor approved business plans and budgets for the department/service * To oversee and monitor the work of the department to deliver sound advice and support * Develop, propose, and implement approved business plans and budgets for the department/service * Identify, seek approval for, and deploy suitable resources for the department to deliver its service objectives |
| **People Management** |
| * Allocate work and monitor the standard and performance of functional managers and team performance and ensure resolution of any issues * Manage recruitment, development motivation and change within a team |
| **Policies & Strategies** |
| * Draft and consult on policy implementation * Monitor and report on policy implementation to ensure compliance and identify issues/problems |
| **Project Management** |
| * Organise and manage the day-to-day delivery of subject area or projects, planning and deployment of resources |
| **Risk Management and Legal Compliance** |
| * Ensure compliance with all regulations and policy guidelines. * Identify risks and act on findings * Thorough understanding of associated guidelines and legislation to mitigate risks * Ensure dept/team meets its obligation with regards to Health & Safety * Assist in the resolution of escalated and serious problems |
| 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. |
| **Qualifications** | **Essential**   * Must possess a relevant degree and/or hold other significant ICT Service Management or Business Management related qualifications or be able to demonstrate relevant experience.   **Desirable**   * IOSH or NEBOSH qualified or suitable experience * Technical Professional Qualifications * ITIL * Service Desk Analyst / Manager * CIPS * Software Asset Management * Microsoft Licencing Professional |
| **Skills** | **Essential**   * Service and/or Business Management skills as outlined under Knowledge. * Must demonstrate experience commensurate with the demands of managing a similar previous ICT role of comparable size and scale. * Proven skills of managing and operating within ICT Service Management and Business processes of comparative organisational size with a diverse range of technology-based services,     **Desirable**  Proven skills in one or more of the following areas:   * Incident / Problem management * Service desk data analytics and reporting * ICT Financial Transaction management and reporting * Managing an ICT Service desk team * Managing IT Asset Lifecycles * Software License Management * Experience of ICT Customer Relations * Welsh Language Level 2 - Can understand the essence of a conversation in Welsh and can convey basic information and respond to simple requests in Welsh. Can use Welsh to transfer telephone calls. Can introduce oneself and others by name, role, and location/organisation. Can contribute in a meeting partly in Welsh |
| **Knowledge** | **Essential**   * Proven experience in ICT Service Management for a large organisation supplying Enterprise Scale architecture, environments, and supportive services in one or more of the following areas:   + ICT Service Management Systems, Software and Services,   + ICT Service Desk Function and Management,   + ICT Customer / Stakeholder Relations Management,   + ICT Financial Management,   + ICT Procurement or Contracts Management,   + ICT Operations Management. * Proven experience of managing delivery experts, operational administration, and teams. * Proven experience of managing incident escalation and fault resolution through to Problem and Critical Incident Management. * Proven experience of increasing ICT efficiency, reducing risks, and improving performance through the implementation of IT business management. * Must have a good understanding of Data Protection and Freedom of Information issues. * Up to date with current legislation, policy, and procedures   **Desirable**   * Proven experience or sound knowledge of:   + ICT Infrastructure and Platforms   + ICT Supplier Management,   + ICT Software Licensing Management,   + ICT Stock Control and Asset Management,   + ICT Business Data Analytics,   + ICT Service Continuity,   + ICT Partnership and Collaborative Services Management   + ICT Programme and Project Management,   + ICT Health and Safety. |
| **Personal Qualities** | **Serving the Public**  Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests  Ensures that all staff understand, expectations, needs and concerns of different communities and strive to address them  Builds public confidence by actively engaging with different communities, partners, and stakeholders  Identifies the best way to deliver services to different communities  Understands partners’ perspectives and priorities and works in tandem with them to deliver the best possible overall service to the public, building public confidence  **Professionalism**  Acts with integrity, in line with values of the Police Service  Acts on own initiative to address issues, showing energy and determination to get things done.  Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially challenging situations  Upholds professional standards, acting a role model to others and challenging unprofessional conduct or discriminatory behaviour  Remains calm and professional under pressure, defusing conflict and being prepared to make unpopular decisions or take control when required  **Leading Change**  Positive about change, adapting to changing circumstances and encouraging flexibility in others  Identifies and implements improvements to service delivery, engaging people in the change process and encouraging them to contribute ideas  Finds more cost-effective ways to do things, taking an innovative approach to solving problems and considers radical alternatives  Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge  **Leading People**  Inspires people to meet challenging goals, maintaining the momentum of change.  Gives direction and states expectations clearly  Talks positively about policing, creating enthusiasm and commitment  Motivates staff by giving genuine praise, highlighting success and recognising good performance  Gives honest and constructive feedback to help people understand their strengths and weaknesses  Invests time in developing people by coaching and mentoring them, providing developmental opportunities for staff and encouraging them to take on new responsibilities  **Managing Performance**  Translates strategy into specific plans and actions, effectively managing competing priorities with available resources  Takes a planned and organised approach to achieving objectives, defining clear timescales and outcome  Identifies opportunities to reduce costs and ensure maximum value for money is achieved  Demonstrates forward thinking, anticipating and dealing with issues before they arise  Delegates responsibilities appropriately and empowers other to make decisions  Monitors progress and holds people to account for delivery, highlighting good practice and effectively addressing underperformance  **Decision Making**  Gathers, verifies, and assesses all appropriate and available information to gain an accurate understanding of situations  Considers a range of possible options, evaluating evidence and seeking advice where appropriate  Makes clear, timely, justifiable decisions, reviewing these as necessary  Balances risk, cost 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**  Builds effective working relationships with people through clear communication and collaborative approach  Maintains visibility by regularly interacting and talking with people  Consults widely and involves people in decision making, speaking to people in a way they understand and can engage with  Treats people with respect and dignity regardless of their background or circumstances promoting equality and the elimination of discrimination  Treats people as individuals, showing tact, empathy and compassion  Sells ideas convincingly, setting out the benefits of a particular approach and striving to reach mutually beneficial solutions  Expresses own views positively and constructively and fully commits to team decisions |

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.

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| Qualifications | Yes |
| Skills | Yes |
| Knowledge | Yes |
| Personal Quality – Serving the Public |  |
| Personal Quality – Professionalism |  |
| Personal Quality – Leading Change |  |
| Personal Quality – Leading People | Yes |
| Personal Quality – Managing Performance |  |
| Personal Quality – Decision Making |  |
| Personal Quality – Working with Others |  |