Job Title:            Athena® Management Organisation: Technical Lead

Grade:

Role Code:           NEW

Status:              Secondment Opportunity

Home Office Code:    Organisational Support

## Main Purpose of the role:

Provide technical leadership, guidance and expertise to Athena® stakeholders to ensure that regulatory compliance and system risks are managed effectively, efficiency of delivery is maximised and value for money is achieved for all Athena® forces.  Assure, guide and influence future developments for the Athena® system and the future integration with other systems and platforms.

## Main responsibilities:

Manage all technical risks across the Athena® programme, on behalf of the AMO Executive, ensuring any appropriate action plans are carried out and successfully employed, in order to minimise threats to the live service and to maintain the integrity of the Athena® system.

Support the Athena® service design and service transition processes; informing and guiding senior stakeholders, on implications of change options, to ensure proposed solutions and future technology road-maps, for the Athena® forces and their suppliers, are aligned, in order to maintain an effective and cost effective service for all Athena® stakeholders.

Provide advice and guidance on the technical readiness of products that will be implemented onto the Athena® system, including advising on force infrastructure readiness, to ensure minimal issues during design, testing and release processes.

Review and evaluate new and emerging technologies that may impact upon the Athena® solution, to ensure regulatory compliance and, system efficiencies are achieved assuring that service availability risks are reduced for operational Athena® forces.

Promote and develop working partnerships with suppliers (both internal and external), force implementation teams, User Groups, other agencies (such as the Home Office) and AMO Project Management and Service Management teams, in order to facilitate a collaborative working environment and to be in a position to influence and guide, those stakeholders, on all technical matters that affect the Athena® system and its integrity.

Maintain a forward view of Athena®  external interfaces, such as Home Office Systems,  and work closely with the Service Management team, advising on compliance and certification issues and processes to ensure the Athena® system is compliant at all time and does not encounter interrupted service; the technical lead will be a significant contributor and stakeholder to the Service improvement cycle and is an authority on the systems development life-cycle and typical problems associated with the implementation of information systems, from initial concept through development and implementation to operation and support.

Provide expert advice on technical aspects of design, development and integration, including the operational and maintenance aspects of systems under development, and proposed system recovery procedures, monitoring technical progress, consulting project management, transition and development teams on major technical issues and problems, in order to ensure the compatibility and effectiveness of systems and structures introduced onto the Athena® system.

Present clear and concise technical information and advice, on behalf of the AMO Executive, to the Programme Delivery Board, Business Design Authority, and AMB, in order to facilitate better informed governance decisions for all Athena® stakeholders.

## Vetting level:

Management vetting req.

## Experience:

The Athena® Technical Lead will be educated to degree level, or equivalent qualifications, together with an appropriate IT professional qualification and extensive knowledge of the public sector and business operating environments. He/she will have need a minimum of 5 years' proven experience of supplier outsourcing and supporting delivery teams in the public sector, as a technical leader and technical coordination between stakeholders (>25k users), including design implementation and troubleshooting of systems during a development lifecycle.

They will need to have a strong grasp of project management principles and processes, an awareness of ITIL and able to demonstrate a strong awareness of the uses of IT. He/she must possess a detailed knowledge and understanding of strategic IT issues including a strong ability to communicate, at varying levels of technical complexity to varying stakeholders.

The post holder will have a detailed practical knowledge of infrastructures, software development lifecycle, maintenance methods and tools and techniques. This will include the frameworks and principles on which networks, systems, equipment and resources are based and the IT applications and service processes used. A sound knowledge of risk assessment, change management, configuration management, reliability and safety methods and the use of metrics is essential.

The post holder must have a broad business background with extensive technical knowledge of current and emerging information and communications technologies and the assessment of their relevance and potential value to the Athena® Forces.

Excellent communication, presentational and interpersonal skills are essential for the post holder to be effective. The post holder will need to have credibility and the confidence of senior stakeholders to influence developments over a range of important Athena® projects. This post is deemed to be a designated post.

| Behaviours | Level |
| --- | --- |
| Analyse Critically | 3 |
| Collaborative | 3 |
| Deliver, Support and Inspire | 3 |
| Emotionally Aware | 3 |
| Innovative and Open Minded | 3 |
| Take Ownership | 3 |

| Values | Level |
| --- | --- |
| Impartiality | Accredited |
| Integrity | Accredited |
| Public Services | Accredited |
| Transparency | Accredited |

| Technical Skills | Level |
| --- | --- |
| Business Planning | 4 |
| Data and Systems Security | 6 |
| Health & Safety | 3 |
| Information Management & Technology | 6 |
| Internal Consultancy | 5 |
| Risk Management | 6 |
| Know. of Police Environment & Policy | 5 |
| Mgmt of Police Investigation (MOPI) | 5 |
| ICT - Systems Implementation | 6 |
| Customer Services | 5 |