

ROLE PROFILE	DIGITAL ADOPTION ANALYST	 Devon & Cornwall POLICE 
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SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	<p>The principal responsibility of the Digital Adoption Analyst is to provide technical expertise to maximise the benefits achieved from the adoption of new technologies into Devon & Cornwall Police and Dorset Police e.g. public service improvements, performance improvements, operational efficiencies and financial savings.</p> <p>Providing evidence and reasoning to proactively challenge traditional practices, proving how technology can make a positive difference, encouraging and supporting our officers and staff as they adopt new ways of working.</p> <p>Guiding our technology decisions and training/promotional material to ensure that new systems and equipment are adopted with the enthusiasm and support necessary to make digital transformation a success.</p> <p>In particular to:</p> <ul style="list-style-type: none"> • Be an ambassador for ICT within our forces and an ambassador for our forces on the national stage. • Understand consumption and licencing costs, monitor utilisation and forecast future trends to provide confident budget predictions for Finance. • Champion the successful adoption of new technologies, including horizon scanning of future developments, identify trends, risks and opportunities and impact assessing. • Identify, create, and manage educational resources, including planning and facilitating workshops, monitoring manufacturer/supplier resources and updating guidance. • Support and enable user led development, engaging with Application Teams to ensure appropriate documentation has been created and a sustainable service delivered. • Manage a best practice framework on the use of technologies, including bringing good practice and successes from other forces and organisations to the attention of Dorset and Devon & Cornwall police. <p>This list of duties is not restrictive or exhaustive and the post-holder may be required to carry out duties from time to time that are either commensurate with/or lower than the grade of the post. In some posts this might include the ad-hoc provision of guidance and informal training of new colleagues.</p>				
Role Type/Family	Police Staff	Grade	7	Vetting Clearance	RV
Medical Assessment	N/A			JE Ref.	C659
Political Restrictions	None specific to this role - refer to PSD20 working practice for more information.				
Role-Specific Training and CPD to be undertaken.	<ul style="list-style-type: none"> • ITIL Foundation Certification (If not already undertaken) • Awareness of PRINCE2, Agile or similar project methodology 				

SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE *(For selection purposes)*

Formal Qualifications required	<ul style="list-style-type: none"> Degree in Computing, ICT, Technology or similar BSc or demonstrable equivalent experience. ITIL Service Foundation certification, or willing to undertake and achieve within 12 months. Relevant Industry Specific Certifications such as Microsoft Certified Systems Expert – or demonstrable equivalent skills. 	
Essential experience and specialist skills and knowledge	<ul style="list-style-type: none"> Expert / Architect Level Knowledge of the Design and Implementation of Enterprise Grade ICT Solutions focusing on Cloud and M365. Expert understanding of the M365 product set, including automation, configuration and security. Understanding of M365 Supporting technologies, including Azure AD, Group policies, and interconnectivity solutions. Awareness of legacy systems such as Active Directory (including Group Policy), System Centre, Exchange and SharePoint; Windows Clients; Cloud Storage. Broad and in-depth knowledge of ICT (Information Communications Technology) Experience of working with 3rd party suppliers in the delivery of enterprise systems. Excellent communication, presentation and influencing skills, including the ability to articulate proposals to stakeholders with differing levels of technical knowledge and seniority. 	
Essential Behavioural Competencies	<ul style="list-style-type: none"> Openness to change Negotiation and influencing Respect for race and diversity Effective communication 	<ul style="list-style-type: none"> Problem solving Personal responsibility Teamworking Community and customer focus

SECTION 3: BEHAVIOURS**Openness to change**

Supports, promotes and puts into practice change. Introduces new ways of doing things and encourages others to accept them. Overcomes barriers to change

Negotiation and influencing

Uses logic and reason to influence others. Persuades people by using powerful arguments. Identifies clear aims in negotiations and achieves satisfactory outcomes.

Respect for race and diversity

Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences

Effective communication

Explains complex issues, making them easy to understand. Makes sure that important messages are being communicated and understood throughout the organisation

Problem solving

Gathers information from a range of sources to understand situations, making sure it is reliable and accurate. Analyses information to identify important issues and problems. Identifies risks and considers alternative courses of action to make good decisions.

Personal responsibility

Readily accepts responsibility for self and others. Takes responsibility for managing situations and problems. Leads by example, showing a commitment and a determination to succeed. Continues to learn and develop.

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Teamworking

Sets up teams or working groups and involves them in achieving goals. Develops good relationships and co-operation within the team and removes barriers. Supports team members when necessary.

Community and customer focus

Sees things from the customer's point of view and encourages others to do the same. Builds a good understanding and relationship with the community that is served.