Operations Manager

Position Details

Reports to: Head of Technology Operations	Location: Generic
District/Service Centre: ICT	Shift work/non shift work: Non shift
Group: National Operations	Remuneration range: Grade 21
PHPF Level Purpose: Leader/Manager	Employee Type: Police Employee
Direct reports: 5-15	Delegated Financial Authority:

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Information and Communications Technology (ICT)

When it comes to protecting the community, service is everything. At the New Zealand Police, we're leading the world in using technology to ensure that our service to the New Zealand public is all it can and should be. By doing this we provide the right technology in the right way to support Police operations and strategies

ICT consists of the following groups, working together collegially to deliver on the performance expected by a modern policing operation:

- *Business Enablement* whose mission is to align ICT to Police strategy, resources and market capability.
- *Service Operations* whose mission is to ensure that ICT services work for Police operations.
- *Information Management and Assurance* whose mission is to balance opportunities and risks.
- *Technology Development* whose mission is to deliver solutions that meet Police's operational needs

Technology Operations Group

The Technology Operations group is part of Service Operations, managing Nationwide Servers, SAN and Tape Library environments as well as the Database, Firewalls, Mobile Devices, Desktop, Peripherals, Radio sites and related Infrastructure, Telephony & Data Networks Operations, and ICT Field Support, to ensure it meets the Police business requirements in regards to capacity, availability, performance and security.

Purpose

The purpose of the National Operations is to enable and deliver Our Business through coordinated national services

To support the delivery of these outcomes the Operations Manager will be responsible for the operational delivery and continuity of ICT services required by Police throughout the lifecycle of Police applications.

The purpose of leadership in this role is to lead the tactics for Our Business and enable our people to deliver them.

Accountabilities

1. Look after our people

- Understand the hazards faced by the team and enable them to eliminate or minimise the associated risk.
- Ensure all team accidents, incidents and near misses re reported, investigated and endorsed in MyPolice.
- Proactively manage employee return to work programmes where required.
- Actively encourage and enable Wellness and Safety initiatives and training.

2. Strategy Development

- Contributes to the development and maintenance of the Police Information and Systems Strategy and Roadmap (ISSR)
- Provides advice to the Director Service Operations on the ongoing strategic direction and/or architecture for the applicable operational delivery area

3. Financial Management

- Ensures that correct time recording is undertaken against the budget set for the team or the project
- Assists with the estimation of the costs of services against business value, in order to recommend where a service lies in its lifecycle

4. Contract Management

- Advises on the development and management of contracts for services with external suppliers, vendors, distributors and service providers, in collaboration with ICTSC management
- Provides input into contractual negotiations with suppliers to achieve savings in expenditure and optimal results for Police, in collaboration with ICTSC management.
- Contributes to the negotiation of Service Level Agreements with service providers

5. Service delivery

- Provides effective leadership and management for the operational delivery and continuity of services within the applicable portfolio, ensuring data and systems integrity, reliability and performance at optimal efficiency and a focus on continuous improvement
- Ensures the team delivers professional customer-focused services providing Police with systems and services that meet policing requirements in a manner that is service-based and aligned with current ICT industry best practises
- Provides effective leadership for Service Lifecycle planning and performance of the systems and services in the applicable portfolio aligned to ICT's strategy and service objectives.
- Works with development teams to ensure that services can be properly supported at and beyond launch, and supports the launch process with flexible levels of support
- Ensures any relevant documentation that relates to an operational service is complete and held appropriately
- Proactively investigates operational needs and problems in the applicable portfolio and recommends potential improvements and enhancements
- Ensures that licence usage is tracked for the applicable portfolio
- Engages with Service Design over the development of new services to ensure that the capacity and performance of solutions can be delivered across all infrastructure and applications
- Understands the organisation's approach to risk management and applies it successfully to identify and manage strategic risks

- Identifies risks and issues for the applicable portfolio services and systems and works with the ICT Risk Manager, contributing to an effective ICT risk management system
- Deploys resources effectively and efficiently to meet customer requirements
- Leads and follows Police ICTSC standards and procedures, including but not limited to change control, data integrity and security requirements
- May be required to provide support to overseas deployments, Police Liaison Officers, MFAT, Fire Services, and/or other Justice sector agencies
- Issues and incidents:
    i. Manages escalations for any production systems issues and incidents and provides quick resolutions to ensure appropriate use of resources and business continuity
    ii. Manages the subsequent investigation and full resolution of issues
    iii. Prevents and reduces incidents
- Performance planning and reporting:
    i. Works collaboratively and proactively with the wider ICT team on planning and prevention to safeguard the performance and continuity of services and systems
    ii. Continually measures, monitors and works to drive down incident levels, through problem management and root cause analysis, and works with the service desk to actively participate in improving the usability and reliability of NZ Police services
    iii. Ensures that historic capacity and performance metrics are captured and reported on
    iv. Provides accurate capacity and performance forecasting, to reduce the risk of an unavailable service.
    v. Establishes and maintains professional customer focused asset management, capacity planning and performance reporting services which are aligned with best practice
    vi. Establishes key performance indicators, OLAs and other measures of performance for all pre-production and production systems and services to support the maintenance and improvement of services to clients.
    vii. Establishes and maintains fit for purpose reporting systems, which effectively report the performance of systems and services against agreed SLA's, providing management with the required information
    viii. Creates and maintains overall network plans to support the organisation's business strategy, agrees service level agreements with customers and plans all aspects of the infrastructure necessary to ensure provision of network services to meet such agreements.

6. Team leadership and management

- Leads, overseas, manages, coaches and develops the performance of team members to ensure a high performing team
- Ensures that working practices and processes are robust, and that wherever possible they are standardised, support the teams day to day activities, and that they are continually reviewed and improved where possible
- Ensures team members have the required capability to deliver the work required
- Fosters a safe working environment by integrating safety and health into work practices and the work environment.

7. Relationship management

- The successful applicant can expect to build and maintain effective working relationships with all individuals and groups impacting the position, both internally and externally, including service and vendor managers, colleagues, business unit, government agencies, suppliers and stakeholders, to achieve agreed outcomes.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- A Standard Vetting check is required