Service Designer (ICTSC)

Position Details

Reports to: Service Design Manager (ICTSC)

Location: RNZPC

District/Service Centre: ICT Service Centre

Shift work/non shift work: non-shift work

Group: Resource Management

Remuneration range: Band I

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee

Direct reports: None

Delegated financial authority: N/A

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 to have the trust and confidence of all.

The Information and Communications Technology Service Centre (ICTSC)

The purpose of the ICTSC is to provide advice and services to the New Zealand Police covering business process improvement, information management, telecommunications and technology. It is responsible for management, development and security of Police's extensive technology and information assets.

The ICTSC enables Police's strategies by having a deep understanding of operational needs and from there creating innovative services that Police Officers value and use. These services are supported 24/7 by a National Service and Security Management Centre (NSSMC), partners and regionally based staff.

The ICTSC consists of the following functions, working together collegially to deliver on the performance expected by a modern policing operation. These are:

Innovation and Alignment whose mission is to align ICTSC delivery to Police strategy through understanding business and operational requirements, designing innovative services, programme planning and working with partners.

Delivery and Operations whose mission is to ensure that our technology assets deliver services that are cost effective, meet user expectations and can rapidly evolve to meet new operational needs.

Information Security whose mission is to provide assurance that Police information assets are appropriately managed and protected.

Information Strategy and Planning whose mission is to improve operational efficiency and effectiveness of Police by maximising the utilisation of information assets.

Innovation and Alignment Group

The performance indicators for this group include: Police user satisfaction, project and initiative delivery accuracy (did we meet commitments) and net value created (as defined in business cases). Its main functions are:

- Developing a portfolio of initiatives that meet business needs
- Identifying opportunities from partners and other agencies that can be applied to Police
- Designing user centric services that meet Police needs
- Integrated planning; aligning operational priorities, financial and human resources
- Management of key Police ICT Programmes

Purpose

The purpose of the Resource Management is to enable us to deliver Our Business through advice, assurance, training and support.

To support the delivery of these outcomes the Service Designer will:

- Design the overall experience of a service, including the strategy and process to provide that service.
- Contribute to the implementation of services, managing a continuous improvement process where services are regularly updated to ensure experiential needs are met.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service Delivery

- Conducts and manages quantitative and qualitative user research, and applies usability testing approaches.
- Leads research into user behaviour using human factors techniques.
- Interviews users, stakeholders and other interested parties to glean information and inform the research process.
- Leads brain storming sessions to think through situations, problems or processes and identify core issues, patterns or trends.
- Generates ideas by applying creative, fresh and visual thinking.
- Applies oblique and lateral thinking skills to address problems from unique angles.
- Translates insights into relevant, innovative ideas, concepts and solutions.
- Distils complex information and transforms into simple insights.
- Creates user scenarios that clearly describe examples of user experiences of a service, and which can be easily translated into modular service components.
- Designs and creates conceptual prototypes for use in testing a service.
- Develops maps and overviews to demonstrate end to end processes and modules of a service.
- Contributes to, and leads where appropriate, implementation of services and service components.
- Manages testing of service prototypes to determine fit.
- Develops instructions, guidelines, blueprints and business plans to support services designed.
- Manages training for users, as appropriate.

3. Strategy Management

- Understands Police business strategic and tactical goals and able to translate and explain to others.
- Provides thinking during the service design process to ensure that services are aligned with the organisational vision and direction.

4. Team Work

- Supports and participates in the development and maintenance of a high performing team.
- Contributes in a positive manner to the setting and achievement of team goals, objectives and standards.
- Ensures organisation and team objectives are met by proactively supporting team members and associated groups, and identifying and addressing issues to provide improvement in service delivery.
- Supports working processes and encourages others to follow these processes, providing constructive feedback where relevant.

5. Relationship Management

- Builds sustainable, long term relationships with key stakeholders and users at all levels within the organisation, in order to understand user needs and experiences with all ICTSC services.
- Takes users and stakeholders 'on a journey' and is able to translate complex concepts into metaphors and simple analogies for understanding.
- Builds and maintains consultative and information sharing networks with key internal and external stakeholder groups.
- Negotiates and reports on mutually acceptable solutions and resolves conflict constructively.
- Conveys information in a way that provides a clear sense of direction to others.

6. General Management

- Contributes to Police objectives as a member of the Innovation and Alignment group and ICTSC.
- Acts as a source of expert information and advice in their area of specialisation for Police and ICTSC.
- Fosters a safe environment by integrating safety and health into all aspects of work practices and places of work.
- Ensures that key concepts of quality customer service, Maori responsiveness, partnerships, equal employment opportunities and community orientated policing are adhered to in all projects and initiatives.

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

- No Children's Worker security Check is required