

GWENT POLICE - ROLE PROFILE

Role: QlikView Application Report Officer

Division: Service Development, Performance

Responsible to: QlikView Applications Developer

Role Purpose: To develop a new application within 'QlikView' to centralise the reporting of 'ad-hoc queries' for the whole Force; this will include statutory Freedom of Information (FOI) requests and immediate response to business requests, in particular intelligence led tasking.

Date role last reviewed: 2016

Scale: SO1

Main Activities:

1. To support the QlikView team in an administrative role to support project developments such as Niche, iTrent etc., enhanced functionality of current applications, guidance notes for users and website administration.
2. To act as systems administrator for the Qlikview application and deliver day to day user support as resilience to the QlikView Developer.
3. To further enhance the application use in conjunction with QlikView Developer and Chief Inspector.
4. To assist in the development of interfaces with other applications to enhance the use of application (including Duty Resource Management and Record Management systems).
5. To test and assist the QlikView Developer with implementing new functionality.
6. To ensure the work meets quality standards in providing a service to internal and external clients of the department.
7. To deliver a customer-focussed service.
8. To promote and adhere to Gwent Police's Equal Opportunities Policy to support the development of a diverse workforce.
9. To take reasonable care of own and others' safety; to co-operate with managers / supervisors in complying with statutory health and safety duties; to report incidents, accidents, faults etc.
10. To fully participate in the performance appraisal process.

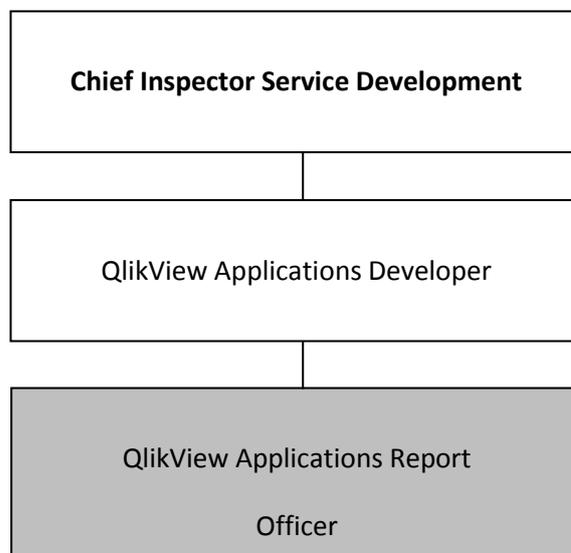
Special Circumstances:

1. Gwent Police is a non-smoking organisation

2. All potential staff to Gwent Police must display the qualities to be able to work in an organisation with minority groups and provide a 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 workplace bullying or sexist or racist behaviour.

Note: This job description is provided to give a broad outline of the job activities of this post. Gwent Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. As an employee of Gwent Police you may be required to serve in any position as appropriate to your grade or at any establishment within Gwent Police boundaries in order to ensure the efficient and effective operation of the organisation.

ORGANISATION



Job Specific Criteria Areas	Maximum Word Count	Method of assessment, For example, application form, test, presentation or certificate
1. Attainments		
Must possess a qualification at degree level in ICT/ Application Development.	300	Application form/Interview/Certificate
2. Experience		
<p>Must have previous extended experience in the area of ICT applications development.</p> <p>Must have experience of the police working environment in order to recognise the users' needs for ad-hoc reporting.</p>	500	Application/Interview
3. Knowledge		
<p>Must have a good working, up to date knowledge of ICT software applications and technologies, including: ORACLE, SQL Server databases.</p> <p>Must have knowledge of SQL scripting in Microsoft SQL / ORACLE.</p>	400	Application form/Interview

<p>4. Serving the Public</p>	<p>400</p>	<p>Application form</p>
<p>Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests.</p> <p>Understands the expectations, changing needs and concerns of different communities, and strives to address them.</p> <p>Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police.</p> <p>Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them.</p> <p>Develops partnerships with other agencies to deliver the best possible overall service to the public.</p>		
<p>5. Leading Change</p>		<p>Interview</p>
<p>Positive about change, adapting rapidly to different ways of working.</p> <p>Flexible and open to alternative approaches to solving problems, and encourages flexibility in others.</p> <p>Constantly looks for ways to improve service delivery and value for money, making suggestions for change and encouraging others to contribute ideas.</p> <p>Takes an innovative and creative approach to solving problems.</p>		

<p>6. Leading People</p>	<p>400</p>	<p>Application Form/Interview</p>
<p>Inspires team members to meet challenging goals, providing direction and stating expectations clearly.</p> <p>Acknowledges the achievements of individuals and teams by recognising and rewarding good work.</p> <p>Recognises when people are becoming demotivated and provides encouragement and support.</p> <p>Gives honest and constructive feedback to help people understand their strengths and weaknesses.</p> <p>Coaches and guides team members, identifying and addressing areas for development.</p>		
<p>7. Managing Performance</p>	<p>400</p>	<p>Application Form/Interview</p>
<p>Understands the organisation's objectives and priorities, and how own work fits into these.</p> <p>Plans and organises tasks effectively to maintain and improve performance. Sets clear objectives and outcomes.</p> <p>Manages multiple priorities, thinking things through in advance, balancing resources and coordinating activity to complete tasks within deadlines.</p> <p>Knows the strengths of team members, delegating appropriately and balancing workloads across the team.</p> <p>Monitors delivery to ensure tasks have been completed to the right standard, and tackles poor performance effectively.</p>		

<p>8. Professionalism</p> <p>Acts with integrity, in line with the values and ethical standards of the Police Service.</p> <p>Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations.</p> <p>Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required.</p> <p>Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour.</p> <p>Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge.</p> <p>Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.</p>		Interview
<p>9. Decision Making</p> <p>Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations.</p> <p>Considers a range of possible options before making clear, timely, justifiable decisions.</p> <p>Reviews decisions in the light of new information and changing circumstances.</p> <p>Balances risks, costs and benefits, thinking about the wider impact of decisions.</p> <p>Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.</p>	400	Application Form/Interview

10. Working with Others	400	Application Form/Interview
<p>Works co-operatively with others to get things done, willingly giving help and support to colleagues.</p> <p>Is approachable, developing positive working relationships and a good team spirit.</p> <p>Explains things well, ensuring instructions are understood and talks to people using language they understand.</p> <p>Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively.</p> <p>Persuades people by stressing the benefits of a particular approach, keeping them informed of progress and managing their expectations.</p> <p>Is courteous, polite and considerate, showing empathy and compassion.</p> <p>Deals with people as individuals and addresses their specific needs and concerns.</p> <p>Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.</p>		

Signed : _____(Applicant – upon offer of appointment)

Dated: _____