SOUTH WALES FIRE AND RESCUE SERVICE
JOB DESCRIPTION

Department	Information Communications Technology
Post	ICT Communications Manager
Post No	502865
Grade	13
Location	SWFRS, HQ
Responsible to	Head of ICT
Responsible for	1 x Senior ICT Engineer (Grade 10) 4 x ICT Engineers (Grade 9) 1 x ICT Apprentice (Grade 4-9)
Responsibility for Physical Resources	ICT Equipment
Responsibility for Financial Resources	ICT Delegated Budgets (Revenue circa £300k and Capital)

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.

MAIN PURPOSE OF THE POST
To effectively manage all service, support and administrative functions of the ICT Communications Team

DUTIES AND RESPONSIBILITIES:

1. To assist with the development and implementation of South Wales Fire & Rescue Service's ICT Strategy.

2. Responsible for the creation and implementation of ICT Business Plans including undertaking quarterly updates.

3. Responsibility for the setting and management of the Communications Team revenue / capital budgets.

4. Responsibility for the procurement of goods and services including creation, evaluation, scoring and award of tenders, within Public Sector guidelines and Frameworks.

5. Responsibility for the Communications Team contracts management, raising of purchase orders and authorisation of invoices.

6. To recruit motivate, develop and appraise ICT Staff to provide a sustainable, proficient and professional level of expertise, ensure the highest standards and quality of service are maintained at all times in all aspects within the Appraisal Guidelines.

7. Ensuring ICT staff maintain their customer focus, are kept abreast of new technological developments, are equipped with the necessary skills and resources to meet changing and increasing demands.

8. Responsible for the management of the team's welfare including absence management, return to work interviews, assessments and attendance on interview panels.

9. Represent ICT / SWFRS as a subject matter expert at internal, external and national groups as required.

10. To ensure best practise for the organisation by initiating, developing, promoting and managing relationships with external partners. Actively pursue opportunities to collaborate and share knowledge and resources to maximise efficiencies and outcomes.

11. Responsible for incident, problem management and best practise for the organisation in relation to external partners, suppliers and contractors.

12. Responsible for the provision (auditing, monitoring, security, management and compliance) of the Service Wide Area Network (WAN) and associated Service provided ICT Networks.

13. Responsible for the provision (auditing, monitoring, security, management and compliance) of the Service wireless networks at all sites.

14. Responsible for implementing the Service's Business Continuity strategy in relation to ICT systems as detailed in the ICT Business Continuity Plan.

15. Responsible for the monitoring, management and provision of Service ICT mission critical Command and Control Mobilising equipment at all Service sites.

16. Responsible for auditing, monitoring and ensuring legal compliance with required codes of connection, including (but not limited to), Airwave services, Public Sector Broadband Aggregation (PSBA) and the Emergency Services Network (ESN).

17. Providing mission critical support for Command and Control functions including "remote hands" at the Joint Fire Control.

18. Responsible for the auditing, monitoring, management and provision of Airwave radio scheme hardware.

19. Responsible for the monitoring, management and provision of mission critical mobile data terminal (MDT) hardware and software.

20. Responsible for auditing, security, monitoring, management and provision of Edge Security including (but not limited to) firewall hardware and software.

21. Responsible for the auditing, monitoring, management and provision of internet services.

22. Responsible for the auditing, monitoring, management and provision of mobile services for operational and corporate use.

23. Responsible for the monitoring, management and provision of Service ICT mission critical "On Call" resources and functions.

24. Responsible for the auditing, monitoring, management and provision of internal and external telephony systems and services.

25. Responsible for ensuring the maintenance of (but not limited to) the systems and services outlined in the ICT Systems Encyclopaedia (SE).

26. Manage the team function to ensure Incident, Problem, Change and Release Management functions are effectively carried out to maintain and improve service quality.

27. ICT Incident Management, to ensure restoration of normal operations as quickly as possible with the least possible impact on either the business continuity or the user and as efficiently as possible with regard to resource and cost.

28. ICT Change Management, to ensure standardised methods and procedures are used for efficient and prompt handling of all changes to the ICT environment, in order to minimise the impact of change related incidents upon service quality and consequently to improve the day-to-day operations of the organisation in relation to Service Provision and Business Continuity.

29. Ensure effective handling of Problem management scenarios and provide appropriate escalation or mitigation and the management of client expectation.

30. Ensure the continued transfer of relevant knowledge between teams and support desk to provide efficient and effective support processes in line with ITIL methodology.

31. Promote continuing sector research to assess suitability of new technology, while ensuring legislative compliance, and championing collaboration and innovation.

32. Participate in the planning and implementation of processes, policies and procedures to ensure system provisioning and maintenance that is consistent with industry best practices, regulatory requirements and the ICT Strategy.

33. Work closely with decision makers within the organisation in order to identify, recommend, develop, implement, and support cost-effective technology solutions.

34. Manage the 1st and 2nd line support functions within the team (as defined by the Systems Encyclopaedia) ensuring operational duties are performed and appropriate technical resources are applied to resolving incidents, problems and changes to the technical environment.

35. Provide 2nd line ICT support (as defined by the Systems Encyclopaedia), ensuring service performance is within established parameters, overseeing and monitoring handover to 3rd line support.

36. Provide 3rd line support for the provision of complex incident and problem resolution. To provide all relevant technical expertise required for service support.

37. Responsibility for project management within the ICT Department, Service wide and with partners. From initiation through the complete project lifecycle using defined project methodologies. Undertaking proactive setting of budgets, timescales. Ensuring ICT resources are planned, scheduled, appropriately assessed for risks and impact in order to meet relevant project delivery deadlines, whilst maintaining a focus on service delivery.

38. Act as a Project Specialist and provide support as a subject matter expert where required.

39. To ensure physical and data security of the organisation's ICT equipment, services and systems. To monitor, prevent illegal access, and provide adequate security protection for business and personal information for GDPR and relevant legislation.

40. To ensure maintenance and accuracy of the ICT hardware and software asset inventory

41. Responsibility for the provision of training both ad-hoc and programmed for ICT equipment, systems and services.
42. To ensure the correct disposal of redundant equipment within the Waste Electrical and Electronic Directive and Hazardous Waste Regulations.

43. Responsible for the adherence to and promotion of practices and activities associated with all Service policy and procedures including Health and Safety, Diversity and Equal Opportunities.

44. Ensure Freedom of Information Requests (FOI) are responded to following legislative requirements, ensuring personal data is handled accordingly.

STANDARD SERVICE REQUIREMENTS

- To attend in-house and external training courses as required.

- Any other duties commensurate with the grade and post.

- To co-operate fully with any scheme or pilot scheme that shall be introduced within the department or across the Service.

- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.

- To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.

ORGANISATIONAL VALUES

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient