



Civil Nuclear Constabulary JOB DESCRIPTION

Job Title:	Technician (Operational Communications)
Job Grade:	D
Reports to (Job title):	Operational Communications Manager
Department / Unit:	Operational Communications – South Division
Department Purpose:	<p>Critical to the operational capability of front-line officers is the ability to interoperate, predominantly with Home Office and Police Scotland forces and all emergency services including Special Forces when necessary. The Operational Communications Team ensures that this ability is always provisioned with minimum compromise to the Concept of Operations.</p> <p>The Operational Communications (OC) Team is responsible for the management, provision, and support of the mission-critical voice communications systems (currently Airwave TETRA) used by front line police officers, control room staff and partnership agencies (SL Guard Forces) deployed nationally across the nuclear licensed sites where Civil Nuclear Constabulary (CNC) has a presence. This includes ensuring the security of the assets, contract and service management, interoperability with other emergency services, Special Forces, and other agencies.</p> <p>The team must prepare for ESN, whilst delivering an effective BAU service capability and an increasing requirement to inform and deliver Operational Communications work streams or projects within the CNC's Project Portfolio and Ambition work – the most significant being ESN, Airwave's replacement.</p> <p>Provide technical and subject matter expertise and promote emerging technologies which can support or enhance both current and future operational communications with the CNC.</p> <p>Ensure compliance to National Standards and security requirements.</p>
Job Purpose:	<p>Plan, implement and deliver specific work streams/projects in support of the Operational Communications Strategy and Constabulary initiatives, within both the Business as Usual and Change (Projects) arenas.</p> <p>Specific responsibility for resolving faults and issues relating to devices fitted within vehicles or fixed positions and site-specific and specialist Ops Comms kit and equipment.</p> <p>Provide an intelligent delivery function and additional resilience in support of the activities of the team.</p> <p>Employ and develop best practices such as; ITIL, Lean Six Sigma and Prince 2 and use these to engage in and drive OC workstreams and projects to a successful conclusion</p>
Job Dimensions: (eg. staff, budget, area of impact,)	Budgetary

	<ul style="list-style-type: none"> • There is no specific budget or financial responsibilities allocated for this role, but the role holder may be required to review budget progress against work packages or projects. <p>Management</p> <ul style="list-style-type: none"> • There are no staff management responsibilities allocated to this role, but the role holder will be required to liaise/co-ordinate/supervise suppliers and other Technical Leads <p>Specialist</p> <ul style="list-style-type: none"> • Carrying out compliance activities such as; audits and device reprogramming • Contribute to the delivery of OC and its subsequent development as it transitions to ESMCP, providing technical validation and assurance in support of the OC Manager.
<p>Principal Accountabilities:</p>	<p>Technical/Specialist</p> <ol style="list-style-type: none"> 1. Demonstrate an understanding of both the technical and contextual issues and effectively articulate the issue/requirements/outcomes etc. 2. Develop and maintain a comprehensive understanding of the OC team’s functional areas to provided resilience as necessary, to include but not limited to; the break/fix process and helpdesk monitoring, auditing and reprogramming and other specialist activities. 3. Provide relevant and timely responses to issues arising and contribute to effective resolutions developed by the team, which could include site visits to the Operational Units. 4. Provide tactical and operational advice and guidance as appropriate, translating technical concepts to suit a non-technical audience. 5. Maintain and develop technical knowledge of Airwave and Operational Communications issues, best practice and standards. 6. Develop and maintain a knowledge of ESN - the Emergency Services Network which will replace Airwave within the next 5 years. <p>Relationships and Management</p> <ol style="list-style-type: none"> 7. Contribute to the development of a service excellence culture to add value to the CNC in line with the Operational Communications Strategy, through effective use of best practice tools such as; planning, process mapping, impact assessments and production of relevant documentation. 8. Engage with stakeholders and End Users to identify and develop solutions to support the delivery of an improved OC function to meet the specific needs of the Constabulary policing functions in a secure environment.

<p>Organisational Structure:</p>	<pre> graph TD M1[Operational Communications Manager M1] --> T2_1[Technician T2] M1 --> T2_2[Technician T2] M1 --> T2_3[Fleetmap Applications & Service Lead T2] M1 --> T1[System Administrator T1] T2_3 -.-> T1 </pre>
<p>Nature and Scope: (key relationships, job context)</p>	<ul style="list-style-type: none"> • Site Licence Companies (SLCs)/ Customers including EDF, Magnox, Sellafield Ltd, DSRL • Operational Police Officers and Staff • 3rd Party Suppliers (management and technical leads) • Emergency Services Mobile Communications Programme (ESMCP) Delivery • CNC Technical Leads • Programme, Project Managers and Project Executives within the Project Portfolio • Site Security management, safety and technical leads
<p>Knowledge, Skills and Experience: (replaces the previous Person Specification)</p> <p>These features will assist with shortlisting against the role.</p>	<ul style="list-style-type: none"> • Hold a vocational qualification/ work experience in Radio Engineer or related technical discipline. • Experience of operating in teams with cross-functional stakeholders • Demonstrable experience of effective planning, production of documentation, impact assessments and change control. • Demonstrable experience of installing, integrating and maintaining of technical radio or communications systems in a service role. • Understand the project lifecycle and the use of methodologies such as; Prince 2, ITIL and Lean Six Sigma and the ability to effectively apply them. • Experience of capturing and effectively communicating issues, risks, impacts, requirements and outcomes. • Ability to organise own workload, set priorities and deadlines, proactive attitude and able to flex with competing priorities. • Strong verbal and written communications skills • Excellent problem solving and decision-making skills • Effective liaison, interpersonal at all levels <p>Desirable</p> <ul style="list-style-type: none"> • <i>Understanding the requirements of working in a regulated environment</i> • <i>Working knowledge of Sepura Radio Manager</i> • <i>Experience of Airwave technology and installation requirements in an emergency service or similar organisation</i> • <i>Knowledge of digital communications principles or technologies</i> • <i>Experience of producing documentation for inclusion in formal briefings and reports.</i> • <i>Experience in use of contemporary project management software (ie MS Project)</i> • <i>Willing to complete Tactical Advisor training and maintain the qualification</i>
<p>Other</p>	<ul style="list-style-type: none"> • The post is office based, with a requirement to travel to other sites throughout the UK.

- The post occasionally involves flexibility to work unsocial hours at short notice in order to support operational activities.
- Consultation and liaison with external partners and agencies require the post holder to be an effective communicator and representative of the Constabulary.
- Due to the nature of work undertaken, the post holder will be required to work with discretion and confidentiality and will require the necessary security clearance level.

The above is only an outline of the tasks and responsibilities of the role. The Postholder will agree to undertake other duties as reasonably required by management.