

# SERIOUS ORGANISED CRIME AGENCY

## ROLE PROFILE

<b>SOCA Grade: Role Title:</b>	<b>Grade 4 - Airwave In life Service Supervisor Ref: PO501102</b>
<b>Reporting Manager</b>	<b>Grade 3 – Principal Officer Airwave Team</b>
<b>Location:</b>	East Midlands
<b>Aim of the role:</b>	To Supervise the Airwave control centre, taking responsibility for operational, technical and personnel matters. To enhance the role of the communications centre by representing SOCA on National Airwave matters. Act as an Airwave tactical advisor on Major incidents to operational commanders.

### 1. Key responsibilities/accountabilities

- Effective day to day supervision of the Airwave Control Centre and Major Incident Room communications systems to maintain it's optimum service delivery. The co-ordination and allocation of resources to support operational planning of both facilities. Supervise, monitor and improve the Airwave Control Centre's performance against goals. Ensuring compliance with SOCA policy.
- Manage system and database integrity, ensure that back up regimes for business continuity and system maintenance are carried out. Ensuring that the required training and testing are carried out and reported. Manage and ensure data security. Plan manage and monitor the SOCA Airwave fleet map and encryption key mat integrity. Audit as appropriate the PNC use within the Airwave Control Centre as well as the out of hours 24/7 responsibility.
- Create relationships with all the service providers to ensure validity of service. Supervise at an appropriate level the internal and external supply relationships. Supervise performance delivery against an agreed scale of service. Monitor and audit asset management, making recommendations as appropriate for improvements. Keep an overview on technical developments make recommendations and report as appropriate.
- Manage the Airwave in life service team, ensuring staff development in line with SOCA standards. In the role of SOCA Crypto Custodian, monitor the operational use of Airwave communications and make recommendations on business benefits. Champion Health and Safety within the Control room and the use of Airwave operationally. Ensure all staff are aware of Health and Safety issues within their working environment and monitor adherence.
- Act as a Communications Tactical Advisor for all operational incidents. Through knowledge and experience assist operational staff within SOCA with planning of communications for all operational matters.

## 2. Behavioural Requirements

1. Strategic Perspective – C
2. Openness to Change – B
3. Negotiating and Influencing – B
4. Maximising Potential – B
5. Respect for Race & Diversity - A
6. Teamworking – B
7. Community & Customer Focus - B
8. Effective Communication - B
9. Problem Solving - B
10. Planning and Organising - C
11. Personal Responsibility - B
12. Resilience – B

## 3. Technical requirements

- If not currently trained, successful completion of Radio Manager, Encryption Key Management (external training) as well as all other (internal) courses that are integral to SOCA business
- Enhanced knowledge of the National Airwave Communication System.
- Technical knowledge of Fleet mapping and encryption with excellent IT skills.
- Experience in supervision and effective mentoring of staff in an operational 24/7 environment.
- Enhanced skills in operational management to allow the training of Airwave Communications Tactical advice. Post holder will become nationally accredited.
- Excellent written, oral and negotiating skills with the ability to represent SOCA at national meetings.
- Robust technical or operational experience with an IT background.
- This is a highly technical role which will need a good understanding of the National requirements of Covert Airwave communications whilst at the same time understanding the National overt Airwave issues.
- Supervisory experience of managing a medium to large team is essential.

**Vetting status:** Selected candidates will need to successfully complete DV vetting.