



Role Profile

Role Profile Part 1			
Role title	Digital Contact Systems & Demand Manager	Grade	PO3
Dept/Area	Contact Management	Vetting Level	RV
Responsible to	Head of Contact Management	Staff line managed	Contact Management Supervisor & Staff
Reviewed by (Line Manager)	Kirsty Gregory	Date	28/04/2026
Purpose of Job	To contribute as a member of the Contact Management Leadership Team, providing strategic delivery and operational oversight of all digital contact demand channels. The post holder will provide leadership and continuous improvement for digital contact technologies, ensuring systems are effective, resilient, compliant, and aligned to organisational priorities and public demand. Working closely in partnership with the ICT Product Owners and Leads. The role has responsibility for the performance, development, and growth of digital contact, including oversight of demand management, technology innovation, audit and data integrity, user experience, and operational assurance. Working across the collaborated department the post holder will act as the lead and subject matter expert for digital contact systems and will translate strategic direction into safe, efficient, and sustainable service delivery.		
Key Accountabilities	1. Act as the strategic point of contact for the use of digital demand channels, providing expert guidance to ensure services are		



Role Profile

accessible, effective, and aligned to public need and organisational strategy.

2. Hold responsibility for the technical systems used to manage digital contact, including configuration, administration, performance, compliance, and system integrity.
3. Support and deliver technology innovation and continuous improvement, working with Product and Tech Leads, ICT colleagues, external suppliers and operational stakeholders to design and implement enhancements that improve service delivery, customer experience and manage demand effectively.
4. Provide operational oversight and assurance of digital contact handling, including training standards, quality assurance, performance management, and data reporting, in partnership with operational managers.
5. Participate in regional and national user groups and development programmes to share learning and to influence and support national change where appropriate.
6. Ensure audit compliance, and data integrity, supporting internal and external assurance requirements and maintaining public confidence.
7. Influence and negotiate with users and stakeholders at appropriate levels in order to achieve high quality outcomes.
8. Provide first line management to operational subject matter experts, including, but not limited to, the recruitment and selection of new staff, training and developing, managing performance and wellbeing in line with the relevant force policies and procedures
9. To give regular and effective service.

Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire and Isle of Wight Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.



Role Profile

Additional Requirements

- Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data.
- All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role.
- Must hold the appropriate vetting level.
- The role holder will act on behalf of the collaborated Contact Management Command and therefore must have capability to travel to different locations across the two force areas.



Role Profile

Role Profile Part 2	
Education/Qualifications	Essential: Educated to QCF Level 6 or other relevant discipline OR work experience deemed to have brought the role holder to a comparable level. Desirable: N/A
Experience and Skills	Essential: 1. High level of computer literacy with knowledge of system synchronisation and/or integration and automation, and the ability and willingness to learn and implement new systems as technology changes/advances. 2. Previous system management experience and/or technical knowledge of Digital Contact Channels including CMP, Single Online Home, Victims Portal & AgentForce. 3. Previous experience of working in a Police Contact environment including digital contact handling. 4. Ability to use own initiative and possessing good time management skills 5. Strong interpersonal communication skills, articulate and concise, including the ability to communicate at all levels of the organisation building effective relationships with other departments. 6. Proven evidence of involvement in digital innovation and change, actively maintaining awareness and knowledge of industry.

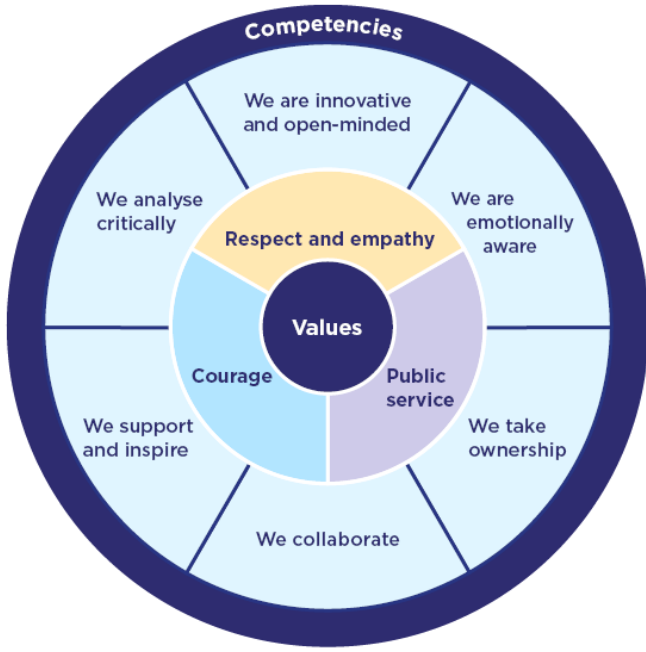


Role Profile

	7. Proven ability to investigate and analyse issues and problems across IT and system potential causes. Experience of escalating problems internally or to system suppliers where required or seeking solutions through business process development and system functionality improvement, recognising the risks and impacts involved. 8. Must have capability to travel to different locations across the collaborated force areas and undertake all assignments in a timely manner. Desirable: • Knowledge of the Hampshire & Isle of Wight Constabulary organisation and structure, including its computer systems. • Experience and confidence to debate complex issues in high level meetings and influence Senior Management and colleagues.		
	Last Role Evaluation	#	Date #

Role Profile

Role Profile Part 3 (2024)

Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.		
	We are Emotionally Aware	Level 2	
	We Take Ownership	Level 2	
	We are collaborative	Level 2	
	We Support and Inspire	Level 2	
	We Analyse Critically	Level 2	
	We are Innovative and Open Minded	Level 2	
Underpinning Values	Courage		
	Respect and Empathy		
	Public Service		
Initial Development Skills for new to role period	All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required		
Continuing Professional Development	Courses and Conferences should be attended to benefit professional learning and development.		