

Job Description

A Post Details	
Job Title: COG Business Manager	Grade: B003
Department: Command Support Group	Division: A
Reports to: Business Operations Manager	Contract Type: Permanent
Level of Vetting: <input style="width: 200px; height: 20px;" type="text"/>	Numbers in Post: 4
Welsh language required <input style="width: 40px; height: 20px;" type="checkbox"/>	
B Purpose of the Post	
<p>Responsible for the provision of high quality business management to the Chief Officer – Director of Strategy & Change, Director of People & Culture or Director of Finance & Commercial Services. Provide comprehensive and effective support to the Chief Officer Directors in their day to day business as well as ensuring that statutory duties and functions across the Director’s portfolios are effectively fulfilled. Decide on the most appropriate course of action in relation to a wide range of queries, documents, reports and correspondence; drafting replies and presentations as necessary. Manage relationships with key stakeholders on behalf of the function. Identify and implement business and procedural improvements when required.</p>	
C Dimensions of the Post	
<p>Financial – Direct or Non-Direct Supporting the management of the Chief Officer’s direct budget including the sourcing and production of information and raising requisitions for orders</p> <p>Staff Responsibilities – Direct or Non-Direct No direct staff responsibilities. Non-direct responsibilities in terms of department heads across the Directors’ Portfolios</p> <p>Any Other Statistical Data Identify and manage departmental KPIs Oversight of data provided to governing bodies including the BTPA</p>	
D Principal Accountabilities	
<ul style="list-style-type: none"> • To manage and support the Chief Officers’ daily work by undertaking research and planning; arranging and providing background information that ensures that the Chief Officer is always appropriately briefed and prepared. • To manage the Chief Officer’s schedule, organising meetings, making decisions on conflicting priorities, and prioritising commitments to make the most effective use of their time. • To maintain an effective professional relationship with members of the Chief Officers’ SLT ensuring that their strategy is adhered to. • Represent the Chief Officer as requested at senior meetings in their absence and chair meetings on behalf of the Chief Officer where required • To drive & ensure delivery of actions & commitments arising from BTPA, COG, FEB and internal governance meetings, audits, internal departmental actions and external sources by working with 	

the action owners to ensure timely completion by removing obstacles, giving advice & assisting Department Heads with prioritisation.

- To review all product submission to forcewide boards providing critical review & iterative feedback to Department Heads.
- To produce papers, briefings & presentations for the Chief Officer.
- To manage the 'Blue Folder' process including reviewing documentation, advising and ensure the Code of Governance delegated approvals are adhered to, decisions are recorded and auditable & critical paths are identified and followed. To act as the liaison between Chief Officer and Business Operations Manager in submission of these.
- To engage with senior stakeholders throughout the organisation, providing a critical interface with central services and reality testing the impact of changes delivered.
- To maintain & review departmental KPI's and the reporting of these into force level governance meetings upon request.
- Develop and manage relationships with key stakeholder groups both internal and external (including BTPA)
- Identify and share best practice principles with staff at all levels
- At the Chief Officers' request, take responsibility for managing and resolving specific operational or policy issues.
- Monitor, drive, deliver and directly manage ad-hoc specific tasks associated with change programmes to meet strategic demands.

E Decision Making

- Inform the strategic direction
- Identify content and nationally address training needs for BTP divisional representatives

F Contact with Others

Regular verbal and written communications with Chief Officers, Area Commanders and Departmental Heads,

the Chief Executive of the Police Authority, police officers and police staff at Force Headquarters, Division and police station levels.

Attendance at Force-level meetings, representing the Head of Department at meetings as required.

Ad hoc liaison with stakeholders, government bodies, regulatory bodies as required.

G Essential Criteria

Qualifications and Training:

- Educated to degree level or equivalent experience.
- Completion of a management qualification such as CMI or a demonstration of required skill set through equivalent experience

Experience:

Excellent interpersonal and communication skills in Welsh

- Experience of successfully managing change and ability to learn new processes quickly
- Experience of working on own initiative, and partnering with team members to deliver initiatives and business improvement
- Experience of managing a busy diary and conflicting priorities
- Experience of handling confidential and sensitive information
- Experience of liaison at all levels, both internally and externally in an organisation.
- Experience of report writing and preparing high quality documentation for senior management.

Skills:

Excellent interpersonal and communication skills in Welsh

- Evidence of bringing creativity and lateral thinking to a role whilst delivering tangible results and outputs.
- First class formal and informal verbal and written communication skills which inspire credibility both internally and externally.
- Ability to negotiate and influence people on complex, sensitive or contentious issues within a context of conflicting priorities.
- Evidence of strong personal drive, including high levels of resilience and determination and an ability to anticipate and overcome obstacles to deliver results.
- Well developed organisational skills, and the ability to work under pressure, on own initiative, accurately to tight deadlines and to prioritise between conflicting demands.
- Must be flexible and able to work as a member of a team and on their own initiative. Innovative and must be able to exercise discretion.
- Ability to negotiate and influence people on complex, sensitive or contentious issues within a context of conflicting priorities
- Strong IT skills, including significant experience of MS office applications, e.g. Visio, Microsoft, Professional, Excel

Knowledge:

- **Politically astute with evidence of a track record of building and maintaining strategic and operational relationships with individuals.**
- **Knowledge of portfolio, programme and project methodology and previous experience of working with projects**

Desirable criteria:

- **PRINCE2 / or equivalent qualification OR;**
- **Previous experience of working with a government agency and/or policing.**
- **Previous experience of providing support to an executive leader**

H Additional Information

The role requires the post holder to achieve a balance between tact and sensitivity inherent in dealing with Chief Officers and senior members of the Force and external organisations with the necessary assertiveness needed to ensure timeframes are met. The post holder will be required to influence behavior and understand and motivate people to a high degree and utilise negotiating skills.

One of the most difficult aspects of this post will be managing the multiplicity of contacts within and external to BTP and managing the departments demanding and varied workload.



For Panel to complete only:

Line Manager Approval: Steff Sharp

Panel Approval: Reward Team

Date: