

## JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

### A. POST DETAILS:

Job Title:	Business Support Manager	Current Grade:	B001
Department:	Safety & Occupational Health Service	Division:	A
Reports To:	Head of SOHS	No of Posts:	1
Level of vetting:		Post Number:	

### B. PURPOSE OF THE POST

Provide a professional business planning and SMT support service to the SOHS Department.

This role involves the provision of business support and managerial functions across a particularly wide range of issues relating to operational effectiveness of the HoD, safety & OH processes, facilitating effective and accessible document management, efficient business planning, budget management and controls, establishment and human resource management ensuring accuracy, compliance and enabling departmental change.

Deal with all correspondence and actions, in particular to HoD meetings, email, directing where appropriate, authorising replies, and acting as an executive support function. The post holder is authorised by the Senior Management Team (SMT) with activities to the direction of business needs.

Ensure that all SOHS business planning activity is consistent with key strategy documents and that the progress is recorded and reported on both internally and to external stakeholders.

Responsible for the provision of high quality business support to the HoD SOHS, HSM and OHM.

### C. DIMENSIONS OF THE POST *The key statistics associated with the post*

#### Financial – Direct or Non-Direct

**Direct:** To make decisions regarding the most cost effective means of providing resources, and other equipment required by SOHS, reporting to the HoD. Management of the hotel and travel budget. Having oversight of the detailed weekly financial reports and ensuring all governance is being applied. Reviewing the financial reports for accuracy before they are submitted to the HoD. Attending the Pre-Finance review meetings with the HoD.

**Indirect:** Staff Costs

#### Staff Responsibilities – Direct or Non-Direct

Direct: Line Management of 2 members of admin staff, not all in post as of January 2016

#### Any Other Statistical Data

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**D. PRINCIPAL ACCOUNTABILITIES:** *What the job is accountable for and required to deliver*

Lead, motivate, develop and performance manage direct reports to provide a customer focused, timely efficient and effective administrative service within Technology.

To ensure staff development and wellbeing issues are addressed and resilience within the key functions is maintained.

Lead, motivate, develop and performance manage 2 direct reports to provide a customer focused, timely, efficient and effective administrative support service within SOHS. The productions of critical weekly/monthly/quarterly reports to include complex presentations, financial reports and dashboards.

Assisting the HoD/SMT in actions and production of weekly status reports. Collating business critical Management Information for the SMT/management boards and transferring the relevant information into Power Point presentations or board templates.

Work regularly with the HoD to monitor expenditure against the SOHS business plan – highlighting areas of under spend or overspend and ensure weekly and monthly reports are accurate and timely.

Supporting the Senior Management Team in the delivery of the financial planning agreements within the SOHS Department, specifically purchase ordering and invoicing processes. Ensure compliance and take action where non-compliance is identified.

Arrange and co-present at various levels of meetings within SOHS such as compiling agendas, circulating briefing papers, taking and circulating accurate minutes and tracking actions to enable the meetings to be authoritative forums for recording and progressing decisions for operational business matters.

Provide a secretariat function for BTP management meetings as directed by HoD.

Prepare written reports and correspondence using sensitivity, discretion, judgment and negotiation skills. Track and monitor the progress of actions, tasks and work streams towards delivering the SOHS strategy.

Be an approved booker for all hotel accommodation and travel requests for staff within the SOHS Department.

Act as custodian for the SOHS Business Continuity Plan to ensure currency and ensure all actions are attended to as change occurs.

Act as champion for all Information Management and Data Protection issues.

**E. DECISION MAKING:**

**Make decisions**

Full responsibility for managing business support resilience and the daily business functionality for the SOHS; this will include making decisions on priorities. Also full responsibility for ensuring the correct procedure of their support team's working processes.

Responsible for the recruitment selection, PDR objectives and training needs of their support team.

**Significant say in decisions**

Monitor and make recommendations for change on all business processes to the HoD, HSM & OHM.

**F. CONTACT WITH OTHERS:** *The frequent contacts the post holder has with others and for what purpose*

**Internal**

Regular verbal and written communication with officers and staff at all levels. Attendance at Force level meetings as required.

**External**

Build positive working relationships with senior stakeholders, senior executives, other police forces, government officials and BTPA. Represent the HoD as required in meetings or when responding on their behalf.

**G. REQUIREMENTS:** *The skills, knowledge, experience, qualifications and training required to perform the job.*

**Essential Criteria:**

**Qualifications and Training:**

Educated to degree level, NVQ level 3 in Business and Administration or equivalent.

Desirable. Financial services background and knowledge – Change & Transitional Experience

**Experience:**

Extensive experience of working at an executive level in a fast paced office environment, including administrative experience, with a high level of organisational ability and attention to detail.

Key knowledge of accounting and financial processes and procedures around Capital and revenue spend

Ability to work under pressure and unsupervised, prioritising conflicting demands to meet deadlines whilst maintaining a high standard of work.

Proven experience in organising and servicing senior business meetings including preparing agendas, taking and circulating agreed minutes.

Multi-tasking in complex diary management

Initiative and strong decision making ability.

Experience of managing a team.

Financial management and business planning experience.

Experience of handling confidential information and exercising a high degree of discretion and initiative

Experience of report writing and preparing high quality documentation for senior management.

**Skills:**

Excellent interpersonal skills and written communication skills.

Excellent verbal communications skills, on the telephone and when discussing business matters in person

Advanced MS Office skills in Visio, PowerPoint, Excel, Word, Outlook

Evidence of strong personal drive, including high levels of resilience, determination and an ability to anticipate and overcome obstacles to deliver results.

Well-developed organisational skills, the ability to work under pressure, on own initiative, accurately to tight deadlines and to prioritise between conflicting demands.

First class formal and informal verbal & written communication skills which inspire credibility both internally and externally.

**Knowledge:**

Financial planning and understanding budgets

Police environment, data protection, information management.

**Desired Criteria:**

**Qualifications and Training:**

**Experience:**

Experienced Executive Assistant with Managerial responsibilities within a Police Service

**Skills:**

**Knowledge:**

The post holder should have a good knowledge of the environment BTP operates in and an understanding of the wider political, financial and industry factors that effects its operation. H&S and/or Occupational Health.

**H. ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

The post is a varied and challenging role and the post holder will be required to operate in various situations requiring strong organisational, influencing, leadership and motivational skills.

The job holder will be required to provide cover for colleagues within the SOHS department within skill sets held during periods of absence and unavoidable workload demands.

**I. AUTHORISATION DETAILS**

Prepared By:	Andy Knight	Date:	16/11/2016
Division Commander /FHQ HoD:	Nisa G Carey	Date:	16/11/2016
Evaluation Panel:		Date:	

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