

## 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:	Service Delivery & Trauma Support Co-ordinator	Current Grade:	B001
Department:	Safety & Occupational Health Service	Division:	A
Reports To:	Mental Health and Trauma Support Manager	No of Posts:	1
Level of vetting:		Post Number:	

### B. PURPOSE OF THE POST

Responsible for the provision of a professional business planning and service delivery service to the SOHS Department.

Provide support and assistance to the Mental Health and Trauma Support Manager with the day to day management of the TRIM processes and Health & Wellbeing initiatives.

Manage the business of the Head of SOHS on a day to day basis and provide a professional and comprehensive financial and business planning support service to the Senior Management Team

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.

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

#### Financial – Direct or Non-Direct

##### Direct:

**Non-direct:** Oversee the SOHS Budget of c£1.6M reporting to the HoD and Finance Department

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

Direct: Line Management of 1 SOHS Administrator (A004)

#### Any Other Statistical Data

REWARD

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

Oversee the SOHS Department's c£1.6m budget and run financial reports for the Head of SOHS and SMT to highlight areas of underspend and overspend on a 4 weekly basis, in preparation for the monthly Force Finance Review.

Working with finance colleagues and the SOHS Senior Management Team to implement and oversee the Purchase Ordering and Invoicing processes in respect of SOHS activity, carrying out all associated actions in compliance with all BTP policy and procedure.

Provide a secretariat function for BTP management meetings as directed by HoD in particular the statutory Central Health and Safety Committee overseeing governance and assurance in accordance with legislative requirements. Track and monitor the progress of actions, tasks and work streams towards delivering the Health and Safety Strategic Plan.

Production of weekly status reports. Collating business critical Management Information and transferring the relevant information into Power Point presentations or board templates.

Co-ordinate and provide support to the SOHS SMT as and where required to drive the delivery of core business, and the strategic aims and objectives of the department through SOHS Business Plan.

Manage SOHS Action Log, ensuring that all key actions, projects and priority BAU are recorded to enable real time updates to be provided to the Director of People and Culture as and when required and ensure that all deadlines are met.

Monitor and track all Business Cases and Papers requested from SOHS Department by the Director of People and Culture, various Board Meetings and the BTPA, liaising with the SMT and specialists within the department to support the preparation of said reports where required, ensuring that these are completed and submitted in a timely manner.

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.

Lead, motivate, develop and performance manage direct report to provide a customer focused, timely efficient and effective service within SOHS.

Support the Mental Health and Trauma Support Manager in discharging duties relating to the TRiM protocols and processes.

Ensure the force has up to date TRiM personnel by maintaining training databases and arranging new and refresher courses as dictated by assessment of needs.

Records - Maintain up to date, accurate, confidential written and computer records on all contacts, including actions and referrals in line with BTP OH record-keeping standards and legislative requirements.

Support existing and emerging wellbeing initiatives by horizon scanning, researching and making informed decisions on wellbeing issues for the positive promotion of Wellbeing within the force

**E. DECISION MAKING:**

**Make decisions**

Full responsibility for managing SOHS business continuity arrangements, under the direction of HoD.  
Full responsibility for ensuring correct procedures and processes are applied by the support team.  
Responsible for the recruitment selection, PDR objectives and training needs of their direct report.

**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 across the force. 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 as a SOHS SMT 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

**Experience:**

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

Change & Transitional Experience

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

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

Initiative and strong decision making ability.

Experience of line management.

Budget management (finance/payroll etc) and general business planning experience.

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

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

To deputise for the Mental Health and Trauma Support Manager

**REWARD**

**Skills:**

Excellent interpersonal skills and written communication skills which inspire credibility both internally and externally.

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

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

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

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.

**Knowledge:**

Financial planning and understanding budgets

Police environment, data protection, information management.

**Desired Criteria:**

**Qualifications and Training:**

TRiM Practitioner qualification or willing to work towards

Certificate in Mental Health or equivalent or working towards

Diploma in Mental Health or equivalent

**Experience:**

Experienced Service Delivery administrator with Managerial responsibilities within a Police Service

Experience of working in a Safety and Occupational Health environment

Financial Services background

**Skills:**

Ability to take forward a shared project

**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.

Broad knowledge and understanding of mental 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.
- This post will be subject to occasional travel and overnight stays.

**I. AUTHORISATION DETAILS**

Prepared By:	Andy Knight	Date:	18/01/2019
Division Commander /FHQ HoD:	Nisa G Carey	Date:	18/01/2019
Evaluation Panel:		Date:	