

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:	P&D Business Support Manager	Current Grade:	B002
Department:	Capability & Resources	Area:	People & Development
Reports To:	Head of People & Development	No of Posts:	1
Level of vetting:	MV	Post Number:	TBC

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

Responsible for the provision of high quality business support management to the Head of People & Development.

To manage the business of the Head of People & Development on a day to day basis and to provide a professional and comprehensive financial and business planning support service to the Head of P&D and the Senior Management Team.

Be the initial single point of contact for all internal and external communication, directing activities accordingly and ensuring that all ongoing communication is co-ordinated and effectively addressed.

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

Financial – Direct or Non-Direct

Non-Direct – Oversees a People & Development Budget of c£10m.

Staff Responsibilities – Direct or Non-Direct

None.

Any Other Statistical Data

Departmental KPI's.

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

Act as the initial point of contact for People & Development, promptly and confidently liaising with all levels of internal and external stakeholders so as to maximize the effectiveness of BTP and the P&D Department, ensuring the good reputation of both.

Develop and manage relationships with key stakeholder groups, both internal and external.

Monitor all incoming e-mails and correspondence received on behalf of the Head of Department, with a view to identifying any necessary actions that need to be taken and completing or delegating where possible. Manage the People & Development Action Log, ensuring that all key actions, projects and priority BAU are recorded to enable real time updates to be provided to the DoCR as and when required and ensure that all deadlines are met.

Monitor and track all Business Cases and Papers requested from the P&D Department by the DoCR, 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.

To manage and support the Head of P&D's daily work by undertaking research and planning; arranging and providing background information that ensures that the Head of P&D is always appropriately briefed and

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prepared.

Oversee the P&D Department's c£10m budget and run financial reports for the Head of P&D and SMT to highlight areas of underspend and overspend on a 4 weekly basis, in preparation for the monthly Force Finance Review. Work closely with all People & Development budget holders to set the department's annual budget and undertake regular follow up meetings throughout the financial year to review the budget and highlight and assess any potential financial risks.

Liaise with Management Information and Data colleagues to maintain an understanding of the P&D Establishment data, ensuring that the Department stays within its allocated headcount and highlight any vacancies so that RAP request decisions can be appropriately informed, with P&D headcount figures to be reported to the monthly Force Finance Review.

Implement and oversee the Purchase Ordering and Invoicing processes in respect of People & Development activity, carrying out all associated actions in compliance with all BTP policy and procedure.

Member of P&D Senior Management Team to maintain oversight of all work streams and subsequent actions, proposals and recommendations for business management.

Co-ordinate and provide support to the People & Development SMT as and where required to drive the delivery of core business, and the strategic aims and objectives of the department.

E. DECISION MAKING:

Make decisions

Accountable for decisions and prioritizing on behalf of the P&D SMT.

Significant say in decisions

Recommendations and decisions in relation to budget planning, implementing business improvements and monitoring progress as agreed.

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

Internal

All levels of BTP personnel.

External

Ad hoc liaison with Stakeholders, Contractors, Consultants, Suppliers, Government Bodies and other Regulatory Bodies as required, including other Police Forces.

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

Essential Criteria:

Qualifications and Training:

Educated to a degree level (or equivalent qualification) or equivalent experience.

Completion of a management qualification or a demonstration of required skill set through equivalent experience.

Experience:

A successful track record in a financial and business planning support role in a large, multi disciplined operational organization.
Experience in developing good working relationships with a wide range of stakeholders, both internally and externally.
Experience of working on own initiative and partnering with team members to deliver initiatives and business improvement.
Experience of establishing productive relationships with colleagues and customers (internally and externally) and across a variety of levels of seniority to deliver a HR service that meets customer's needs.
Experience of handling confidential and sensitive information.

Skills:

Strong IT skills, including significant experience of MS Office applications.
Ability to render data and information into visually comprehensible representations.
Strong conceptual and analytical skills with good attention to detail.
Strong influencing and interpersonal communication skills.
Ability to relate impact of own role to wider organizational and departmental plans.
Proficient in producing and drafting documents for a senior audience.
Strong customer service orientation.
First class formal and informal verbal and written communication skills which inspire credibility both internally and externally.
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 organizational skills and the ability to work under pressure, on own initiative, accurately to tight deadlines and to prioritize between conflicting demands.

Knowledge:

Up to date knowledge of relevant legislative and regulatory requirements.
Significant knowledge of a variety of statistical tools.
Excellent awareness of the workings of a HR department and familiarity with its overall services.

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.*

I. AUTHORISATION DETAILS

Prepared By:	Darren Skinner	Date:	29/11/2016
Area Commander /FHQ	Darren Skinner, Head of People & Development	Date:	29/11/2016
HoD:		Date:	
Evaluation Panel:		Date:	

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