

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 Support Officer	Current Grade:	A005
Department:	Corporate Services	Division:	A Division
	Outer London – Service Delivery Manager		
Reports To:	Out of London – Senior Service Delivery Manager	No of Posts:	4
Level of vetting:	BV	Post Number:	HQ2570 2573

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

Delivering a first contact service to staff throughout BTP through the "Access Point" in relation to Corporate Services issues, as detailed in the Corporate Services Department Service Level Agreement.

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

Financial – Direct or Non-Direct

The Force maintenance budget is in excess of £2M. The post holder has a direct influence on where specific pieces of work are allocated through maintenance activity.

Staff Responsibilities – Direct or Non-Direct

Nil.

Any Other Statistical Data

Responsibility for coordinating the maintenance response to any of the Force's 150 properties ensuring the contracts are delivered on time, to budget and to expectation.

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

Provide first contact service for Corporate Services related queries from all BTP staff. Ensure service provision meets personal and team objectives agreed.

Work with Departmental colleagues to deliver a high level support service as outlined in the Corporate Services Department Service Level Agreement.

Work as part of the Service Desk Team to ensure that the support service delivered is efficient and effective. Ensure through targeted activity the disruption to Corporate services experienced by BTP staff is minimal.

Capture and record details of Corporate Services incidents. Process incidents as appropriate to resolution, escalation or management through third party. Retaining ownership of the incident throughout the process.

Accept and discharge ownership of personal workload ensuring all work is resolved to customer satisfaction and within Service Level Agreements.

Manage incidents with third party suppliers to resolution within Service Level Agreement.

Assist in the implementation, and development of a Department Knowledge Base. Ensure the Knowledge Base is maintained and used to assist in resource management and improvement of service delivery.

Manage incidents with third party suppliers to resolution within Service Level Agreement.

Oversee the procurement process for all maintenance purchases, ensuring processes and procedures are adhered to such as meets legal and organisation auditing requirements.

Responsible for raising requisitions, processing orders and all administration functions of the purchase order system, including maintaining all records concerning the Force Maintenance Budget spend division by division, ensuring invoices are paid in timely manner.

Provide a technical support capacity to the whole department, as may be required to respond to business pressures and priorities.

E. DECISION MAKING:

Make decisions

Responsible for making day to day on allocation of work, problem solving, liaison with others and deciding on the course of action to be taken.

Significant say in decisions

Decisions on how particular matters are resolved and delivered.

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

Internal

Senior Managers within Corporate Services. Senior police officers and managers, Health and Safety Managers, Occupational Health, Budget Holders, All police and staff within BTP.

External

Network Rail, Train Operating Companies, Professional Institutions, External Consultants, Contractors and Suppliers, Home Office, Local Authorities and other Regulatory Bodies, 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 degree level.

Qualification in Business Administration or practical experience in a Service Desk environment of similar proportions.

Experience:

Working effectively in a busy environment.

Evidence of owning and prioritising workload to deliver a high level of performance and accuracy.

Skills:

High level verbal and written communications skills with ability to demonstrate excellent interpersonal skills of persuasion and negotiation.

Ability to capture, record and relay information in a concise and straightforward manner. High attention to detail and level of accuracy.

Ability to develop and maintain effective working relationships with key stakeholders and colleagues.

Self starter, self-motivated with the ability to work under pressure, produce high quality work, and exercise both initiative and discretion.

Effective time management, prioritisation and organisational skills. Flexible approach to work.

Strong ability to work effectively towards business priorities without close supervision or direction.

Ability to work effectively in a busy environment. Owning and prioritising workload to deliver a high level of performance and accuracy is met and maintained.

Highly effective customer service skills. Good IT skills.

Knowledge:

Knowledge of property related issues.

Desired Criteria:

Qualifications and Training:

Experience:

Skills:

Knowledge:

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:

Date:

Divisional Commander /A

Division HoD:

Date:

Evaluation Panel:

Date:

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