

## 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:	Chief Officer Business Manager	Current Grade:	B003
Department:	COG Directors	Area:	FHQ
Reports To:	Chief Constable's Staff Officer	No of Posts:	3
Level of vetting	MV		

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

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.

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

#### Financial – Direct or Non-Direct

Managing the Chief Officer's direct budget including raising requisitions for orders

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

No direct staff responsibilities. Non-direct responsibilities in terms of department heads across the Directors portfolios

#### Any Other Statistical Data

Identify and manage departmental KPIs

Oversight of data provided to governing bodies including the BTPA

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

- 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' Management team 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 Head of Strategic Assurance & Planning 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:**

**Make decisions**

Inform the strategic direction

Identify content and nationally address training needs for BTP divisional representatives

**Significant say in decisions**

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

**Internal**

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, Area and police station levels.

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

**External**

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

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

**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:**

- 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:**

- 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



**Desired Criteria:**

**Qualifications and Training:**

- PRINCE2 / or equivalent qualification OR;

**Experience:**

- Previous experience of working with a government agency and/or policing.
- Previous experience of providing support to an executive leader

**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 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 behaviour 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.

**I. AUTHORISATION DETAILS**

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Area Commander  
/FHQ HoD:

Elaine Derrick, Senior Advisor

Date: Sept 2018