

Job Description

A Post Details	
Job Title: Resource Planning Manager	Grade: A006
Department: Force Resource Planning Unit	Division: E
Reports to: Force Resource Lead	Contract Type: Permanent Select
Level of Vetting: Recruit Vetting	Numbers in Post: 4
B Purpose of the Post	
<p>To manage the day-to-day activities of the Force Resource Planning Unit - monitoring workload, resources and department performance to ensure that all tasks and service measures are achieved.</p> <p>To deliver the Force's key objectives by ensuring resources are deployed effectively, efficiently and in a cost-effective manner. This role is essential to ensure that DMS and PP, part of ORIGIN and a Force Critical System, is rigorously maintained and the data held within the system is as accurate and real-time as possible.</p>	
C Dimensions of the Post	
<p>Financial – Direct or Non-Direct: Non-Direct - provide forecasted cost for events and training</p> <p>Staff Responsibilities – Direct or Non-Direct: Manage 32 x Resource Planning Officers split between 4 x FTE manager positions over two locations.</p> <p>Any Other Statistical Data: N/A</p>	
D Principal Accountabilities	
<p>Translating the vision and standards set through the Force Resource Lead into practice by:</p> <ul style="list-style-type: none"> Managing the FRPU Resource Planners, communicating and addressing performance and development as required to ensure that team performance is maximised. Conducting regular career conversations and developmental performance reviews providing ongoing feedback and providing guidance, support and direction where necessary. Managing and quality assuring all work produced by the Resource Planning Unit to ensure that service and performance standards are met against agreed SLAs and KPIs, to minimise the risk of reputation damage to BTP. Following direction and information/intelligence provided from the Force Resource Lead and Divisional Leadership Teams, the postholders will oversee the resourcing of football, events and other operational deployments; providing solutions, expert guidance and best practice recommendations where possible, managing Divisional Leadership Teams' expectations of resource 	

requirements/levels and highlighting issues through the Force Resource Lead for the attention of the Protect & Prepare Superintendent.

- Providing expertise, support and direction to their teams whilst notifying them of any changes to force policies or other crucial information throughout the process.
- Plan and coordinate team meetings, working collaboratively with the Force Resource Lead and Force Event Lead to obtain up-to-date and relevant information around resources/events and operations which underpin the planning process and decision-making.
- Organise and facilitate regular team meetings with Resource Planning Officers, capturing ideas for suggestions to contribute to the Force Planning Unit's (FPU) commitment to continuous improvement and identify areas for individual/team training and development, to enable team members and the FRPU to perform to its fullest potential and add value to the services it provides.
- Support the Force Resource Lead with horizon scanning and identifying changes, trends and development across the industry which directly influence resourcing and duty management. Ensuring that this is captured and actioned accordingly.
- Understand and adhere to Force policies and procedures and feedback in a timely manner, appropriately responding to any breaches by applying SME expertise and knowledge.
- Interviewing and selecting new staff, as per recruitment policies and in alignment with the College of Policing's Competency and Values Framework (CVF).
- Provide a management overview, as a subject matter expert, for advice and guidance in relation to quality of service, Police regulations, HR processes, ORIGIN systems, entitlements and the interpretation of relevant Force standard operating procedures.
- Ensure all requests for assistance reported to the FRPU are captured using the designated service desk system; reviewing and resolving these to ensure that policy, regulations and T&C are not breached, all stakeholders are considered and that the customer is satisfied with the service and resolution from start to completion and receive a response within the agreed SLA timeframe, seeking guidance from the Force Resource Lead where necessary.
- Participate in the testing of upgrades to Origin, a force critical system, and provide evaluation feedback to the Origin support team to meet key dates before release and implementation in the live system.
- Produce up to date statistical data and management information reports using Origin and the designated service desk system, confidentially and sensitively, on a diverse range of resource related matters, and disseminate the information to those clients (including senior officers, SMT and COG) authorised to access it.
- Manage, maintain and publish key specialist rosters and on-call requirements.
- Represent the FRPU at divisional, Forcewide and external meetings.

E Decision Making

Make Decisions: the post holder will be responsible for deciding what Origin data is accurate, identifying inconsistencies of data and providing solutions.

Significant Says in Decision: negotiate with stakeholders across the force in all matters relating to resource management.

F Contact with Others

Internal: All employees across the force in relation to resource management (including HR, Divisional SMT).

External: Train Operating Companies, Home office forces, TSSA and Police federation in relation to resource management.

G Essential Criteria

Qualifications and Training:

- Educated to A-Level standard or equivalent qualification
- Experience working in an operational or resource planning environment

Experience:

- A successful track record of managing a team in a large, multi-disciplined operational organisation.
- Experience of managing work flow, focusing on quality and timescales, to achieve targets, deadlines and KPIs.
- Experience of managing a team, holding career conversations and conducting performance management reviews.
- Experience of mentoring, delegating, coaching and directing a customer facing team.
- Experience in developing and managing good working relations with a wide range of stakeholders, both internally and externally (including Senior Leaders).
- Proven ability to professionally lead and direct a response to a time critical incident.
- Ability to prioritise and manage conflicting deadline whilst motivating/engaging team members and colleagues.

Skills & Knowledge:

- Professional, persuasive and influential, with the ability to negotiate and communicate with all senior operational managers, employees, stakeholders and other external partners.
- Able to research, analyse and interpret data, relevant legislation, policies, procedures and terms and conditions of employment.

- Strong level of knowledge of operational and event planning, including how to maximise available finite employee resources where operational demand exceeds availability.
- Computer literacy with good working knowledge of Office applications, including Excel, Teams and Outlook.

H Additional Information

Managers will be expected to respond to and support Force mobilisation plans when activated by critical incidents.

The FRPU will be operational between 0700-1900, 7 days a week and postholders will be required to work within these parameters to maintain this capability.

To ensure the function is high-performing and fully-effective, postholders will be open to and committed to continuous personal and professional development.