

Business Support Job Family Band C

WIDEbanding



Roles in this family are characterised by the provision of a range of services in support of the whole of West Midlands Police. The work may involve administrative support, specialist advice, project management and the development and implementation of systems or policy, in order to support the management of the Force in achieving strategic goals.

BAND C PURPOSE	
ROLE & SCOPE	To provide an efficient administrative or technical service to include the maintenance and development of systems and procedures, performance management, and the development and supervision of staff where required

RESPONSIBILITIES	
1 Generic Elements of Role	As per Band B plus (where appropriate to the role): <ul style="list-style-type: none"> To include the collation and recording of performance indicators and statistical data and prepare relevant timely management information To maintain appropriate systems and procedures in accordance with force policy and the Data Protection Act To actively participate in meetings where appropriate To assist in the audit and inspection processes and business planning To provide appropriate information, advice and guidance to colleagues and external contacts To action internal/external correspondence as required To prepare appropriate responses to correspondence To carry out research for projects and prepare necessary reports
2 Resource Management	The postholder may have responsibility for cash and other tangible resources and will therefore be required to work in accordance with force procedures and financial regulations. They may be required to undertake investigations of variances against budgets by analysing data from statements, accounts, etc. Forward/authorise payments within existing authority level
3 People Management/ Supervision	Where required, allocate, schedule and monitor the progress of the work of a team, providing feedback when necessary. Provide guidance and support to junior colleagues through on-the-job training/coaching in own area, in the use of equipment and techniques
4 Planning and organising	Plan and prioritise own work activities, responding to manager's/departmental requirements, in addition to own responsibilities
5 Contacts/Liaison	The postholder may have regular contact with various people both within West Midlands Police and externally. Communicate with service users and/or external contacts usually through established/routine connections (e.g. regular suppliers/contractors) as own section of work requires
6 Analysis, Reporting and Documentation	Carry out basic interpretation of data/test results and present findings accurately. Where required, monitor trends and anomalies within source data, reporting findings accurately and appropriately. Develop and maintain relevant databases, spreadsheets and filing systems to ensure accurate, up to date information is available to those that require it. Able to draft written correspondence e.g. letters, memos, short reports/briefings, which are timely, accurate and targeted appropriately. Make travel and conference arrangements in a cost effective manner, including complex itineraries/venues to make efficient use of time
7 MOPI standards	All staff are responsible for recording information for a policing purpose in an appropriate format and complying with the recording and data quality principles. Where appropriate, disseminate information. Ensure information is relevant, accurate and adequate. Apply a protective marking to shared information (GPMS) or an appropriate risk assessment. Record decisions to share on a system specified within the IMS. Similarly, is responsible for recording any decision not to share information on the relevant system. Provide briefings and taskings to staff on information. Supervise quality assurance process, evaluation of intelligence reports. Communicate intelligence requirements. Ensure that information being shared does not comprise any police operations or safety. Ensure that the risk assessment process is adhered to by the user. Provide feedback to staff.
8 Negotiation/ Persuasion	Demonstrate or explain the services available and/or the use of facilities to internal customers
9 Health and Safety	The postholder will ensure that all team members are aware of their health and safety obligations through training and briefing. They will demonstrate a commitment to health and safety by ensuring that the workplace is maintained in a clean and tidy condition through regular monitoring/inspection. The postholder will take action to prevent and reduce accidents through risk assessments and dealing promptly when notified of incidents, near misses or hazards. They will acknowledge and investigate periods of absence from work identifying any cause for concern regarding the individual's health or welfare
10 Diversity	The postholder is expected to demonstrate commitment to the force's approach to diversity in all dealings with colleagues, external contacts and members of the public, and to act as a positive role model for others. As well as demonstrating the highest standards of personal integrity and behaviour they must challenge inappropriate behaviour in others
11 Investors In People (IIP)	The postholder will be able to explain team objectives, describing how they and other team members contribute to developing and achieving them. They will be able to identify their own learning and development needs and activities and, where appropriate those of others. They will be able to explain how their manager is effective in leading, managing and developing and understand how contribution to performance is recognised and valued
12 Continuous Improvement	Relay customer feedback and comments and contribute to proposals for improvements to current working methods

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Band C STANDARD LEVEL	
KNOWLEDGE SKILLS AND DELIVERY	
1	Postholders will typically hold vocational qualifications or equivalent, plus experience in a relevant role, or relevant life experience reinforced by work experience. Should possess or be studying for a relevant qualification appropriate to the role
2	Have previous experience of basic supervisory skills
3	Must possess a reasonable level of numeracy to effectively deliver the requirements of the roles
4	Knowledge of relevant legislation or guidelines, processes and procedures
5	Must have effective written and verbal communication skills
6	Able to use IT and software packages
7	Advanced secretarial and/or financial skills where appropriate
HIGHER LEVEL	
As above plus: (where appropriate to the role)	
1	Must have demonstrable previous supervisory experience
2	Postholder is responsible to the department head but will normally be expected to work without direct supervision and will be required to make decisions using own initiative
3	Able to review existing policy and procedure and to make recommendations in light of current thinking and best practice
4	Able to provide accurate data, analyse trends and advise line managers accordingly
5	Evidence of preparing basic management reports
6	Be able to demonstrate effective presentation skills
7	Able to participate effectively in meetings, making valuable contributions
8	Able to manage and prioritise their own workload and, where appropriate, that of a team