

# Business Support Job Family Band E

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.

<b>BAND E PURPOSE</b>	
<b>ROLE &amp; SCOPE</b>	Overall responsibility for the provision of an administrative or specialist support service to include the maintenance and development of policy, systems and procedures, performance management, together with the efficient and effective use of resources. The development and supervision of staff when required. Postholder is responsible to the department head but will be expected to work without direct supervision and will be required to make decisions using own initiative and experience
<b>RESPONSIBILITIES</b>	
<b>1 Generic Elements of Role</b>	As per Band D plus (where appropriate to the role): <ul style="list-style-type: none"> <li>• To provide technical and business support to the formulation of the Business Plan</li> <li>• Share responsibility for the management of the self-inspection process through the Business Excellence Model and other audit and review methods, in line with the principles of Best Value</li> <li>• To be responsible for the development and implementation of policy</li> <li>• To oversee the collation and production of performance and statistical returns</li> <li>• To be responsible for the management of devolved budgets</li> <li>• To represent the force at local, regional and national conferences where applicable to the postholder</li> <li>• To provide reports and comprehensive working papers including making recommendations for improvements or amendments to systems within the department</li> </ul>
<b>2 Resource Management</b>	The post holder will have responsibility for the control and management of resources, and are likely to have budgetary responsibility. They will advise on future requirements within the department, scope and gain agreement for budgets within the area under their control
<b>3 People Management/ Supervision</b>	The post holder will normally be responsible for the supervision, management and development of staff, or will work at a higher technical level carrying out the role of 'Force expert' in a defined field of expertise, advising and gaining the support of other people where there is no line management responsibility, but the consequences of the management of people may have a bearing outside the confines of the role
<b>4 Planning and organising</b>	Plan and organise individual or team activity with an appreciation of longer term issues. Likely to lead and manage projects which are complex and significant in terms of time and financial resources
<b>5 Contacts/Liaison</b>	They will have regular contact with senior management within West Midlands Police and also at a national and regional level, representing and promoting the department, providing a specialist input. Able to participate in local, national and regional conferences
<b>6 Analysis, Reporting and Documentation</b>	Identify and review information/data needs for appropriate teams/projects managed to ensure efficiency, legality and security are maintained. Develop new systems and processes for a department or West Midlands wide project, taking into account multiple factors, analysing complex data and carrying out feasibility studies as required. Report on matters relating to functional products managed using management techniques, to support informed decision making. Provide specialist information and/or advice to assist and influence senior colleagues/customers to make decisions relating to significant business issues. Ability to interpret statistical data and advise management of trends. Interpret policy, legislation, regulations and national codes of practice, advising on the implications of non-compliance, responding to and applying necessary changes in area of work
<b>7 MOPI standards</b>	<ul style="list-style-type: none"> <li>• Treat data quality as a priority</li> <li>• Ensure staffs responsible for collecting, recording, evaluating are reviewing police information are trained in line with the relevant strategy and systems</li> <li>• Ensure all staff are trained in the use of Information Sharing Agreements (ISAs) and sharing principles</li> <li>• Ensure all authorised ISA's are held and managed centrally</li> <li>• Support all staff to share appropriately</li> </ul>
<b>8 Negotiation/ Persuasion</b>	Likely to undertake the negotiation of contracts and development of relationships, ensuring suppliers comply with agreed service levels
<b>9 Health and Safety</b>	The postholder will ensure that all persons under their control are aware of their obligations to maintain a healthy and safe working environment. They will ensure that processes are in place to identify new health and safety legislation, policy or guidelines and review legislation/policy and the impact that it will have in the workplace. The postholder will disseminate changes in policy to managers/supervisors ensuring that they understand the actions they are required to take and review the effectiveness of actions taken in relation to health and safety issues, ensuring a clear audit trail exists. The postholder will respond promptly and positively to any breaches in health and safety
<b>10 Diversity</b>	The postholder will be expected to monitor areas of under representation and disadvantage within their sphere of work. They will identify barriers and develop and implement positive action initiatives to address the issues identified, as well as demonstrating leadership in setting standards of behaviour and conduct.
<b>11 Investors In People (IIP)</b>	The postholder will ensure departmental strategy has measurable performance objectives, and ensure all staff have equality of opportunity to learn and develop. They will recognise the knowledge, skills and behaviours required by managers to lead, manage and develop staff effectively and ensure that they have these capabilities. They will understand their own effectiveness in leading, managing and developing staff, and will promote ownership and responsibility by encouraging staff to be involved in decision-making. They will quantify how learning and development has improved individual, departmental and force performance
<b>12 Continuous Improvement</b>	Revise or develop procedure and policy for approval and contribute to their successful implementation in order to deliver appropriate benefits and ensure external (e.g. legislative) requirements are met. Provide and disseminate specialist/technical advice on issues relating to the department, interpreting or assessing customer needs and exercising judgement to make decisions when solutions are not obvious

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Band E STANDARD LEVEL	
<b>KNOWLEDGE SKILLS AND DELIVERY</b>	
1	Postholder will typically be professionally qualified, plus experience in similar/related roles or have a proven track record of relevant work experience demonstrating deep, specialised and/or broad knowledge of a field of work. Should possess a relevant qualification to the role.
2	Evidence of successfully managing and developing staff with clear accountability for their performance
3	Evidence of successfully completing management reports, policy documents and comprehensive working papers including recommendations and implementation of documents
4	Evidence of successful interpretation and application of relevant legislation, including contributing to new legislation / national bodies
5	Must have effective communication and presentation skills
6	Able to use IT and software packages where appropriate
7	Evidence of successfully managing devolved budgets and knowledge of force financial regulations and procedures where applicable to the post
8	To attend local, regional, national conferences and act as a force representative
HIGHER LEVEL	
<b>As above plus: (where appropriate to the role)</b>	
1	Frequently produce management reports, policy documents and comprehensive working papers including recommendations and implementation of documents
2	An in-depth understanding and working knowledge of the Business Excellence Model and the tools used for auditing purposes in relation to Best Value
3	Chair or take a lead role on local, regional and national conferences
4	Frequently required to negotiate and influence at a senior level within the organisation