

Business Support Job Family Band D

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 D PURPOSE		
ROLE & SCOPE	Management responsibility for provision of an administrative or specialist support service to include the maintenance and development of systems and procedures, performance management, and the development and supervision of staff when required OR work will demand the application of specialist knowledge. 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	
RESPONSIBILITIES		
1 Generic Elements of Role	As per Band C plus (where appropriate to the role): <ul style="list-style-type: none"> • To provide advice and guidance on administrative, financial and / or technical procedures • To produce timely and accurate management information • To actively participate in meetings, chairing and taking a lead role where appropriate • Ensure compliance with force policy • Working in partnership with outside organisations • Effective financial management and budgetary control • Effectively plan and organise activities and resources to meet objectives 	
2 Resource Management	The post holder will have responsibility for the control and management of resources, and are likely to have budgetary responsibility. They will be required to monitor financials, identifying major discrepancies and determining resolution. Co-ordinate the provision of assigned services within the department to ensure they meet required quality levels. Make financial decisions within authorised levels	
3 People Management/ Supervision	The post holder will normally be responsible for the supervision, management and development of staff, or will work at a higher technical level, as 'area expert', advising and gaining the support of other people where there is no line management responsibility, in order to contribute to the delivery of services	
4 Planning and organising	They will plan and organise own/team activities to ensure that deadlines/customer expectations are met	
5 Contacts/Liaison	The post holder will have regular contact with various people both within West Midlands Police and externally. Present own/teams work activities to internal or external meetings as required to ensure department issues are appropriately represented. Resolve relatively complex problems and issues through liaison with different departments. May be part of interview panels, ensuring recruitment and selection procedures are correctly followed	
6 Analysis, Reporting and Documentation	Research, collate, organise and shape complex information/data for inclusion in reports/cases. Provide advice and interpret policies, legislation and practice to ensure internal customers are fully aware of all relevant facts to support informed decision making. Contribute to the development of new/ revised procedures and systems to enhance the value of support given. Design and/or deliver a variety of support mechanisms (e.g. training, promotional materials, system modifications) to maximise service quality, efficiency and continuity	
7 MOPI standards	<ul style="list-style-type: none"> • Perform regular dip samples for data quality, including evaluating information and its risk where appropriate (such as the use of 5x5x5) • Ensure staff record information in an appropriate format and that relevant feedback is presented on performance provided • Oversee quality assurance process for accuracy, adequacy, relevancy and timeliness • Systems users are aware of and adhere to force policies 	<ul style="list-style-type: none"> and procedures relating to information management and systems • Ensure Information Sharing Agreements are reviewed in accordance with force policy • Ensure risk assessment process is adhered to by user when making decision to share • Provide briefings and taskings on information collections • Provide opportunities for debriefing operations
8 Negotiation/ Persuasion	May be required to negotiate (e.g. with suppliers/contractors). May maintain effective consultation and employee relations with local representatives	
9 Health and Safety	The postholder will ensure that all persons under their control are aware of their obligations to maintain a healthy and safe work environment. They will demonstrate a commitment to the development of a health and safety culture by providing a positive example and will encourage staff to make recommendations for improving the work environment. The postholder will review/investigate and monitor causes of absence, accidents, near misses, etc. and put improvement plans into place as required	
10 Diversity	The postholder will positively promote the force's diversity agenda and will ensure that officers and staff comply with the requirements expected of them in terms of conduct and commitment. They will be expected to identify barriers to progress in terms of diversity within their team(s) and to take appropriate action in the event of unacceptable behaviour or conduct	
11 Investors In People (IIP)	The postholder will involve staff when agreeing team and individual objectives, and will link team learning and development needs and planned activities to achieving these objectives. They will ensure all staff have equality of opportunity to learn and develop, and understand the knowledge, skills and behaviours needed to lead, manage and develop staff. They will recognise and value staff contribution to the force, and promote ownership by encouraging staff involvement in decision-making	
12 Continuous Improvement	Advise on and propose changes in procedures, plans and systems to improve operational efficiency and quality of service in own work area. Keep skills up to date and develop depth or breadth of knowledge in a particular area through learning from more experienced colleagues and exposure to a range of activities, ensuring ability to be conversant with all current legislation and new legislation introduced within specialist area. Act as a point of reference on complex or contentious issues to ensure appropriate resolution	

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Band D STANDARD LEVEL	
KNOWLEDGE SKILLS AND DELIVERY	
1	Postholders will typically be part/newly qualified in a relevant area OR have broad vocational experience demonstrating general knowledge of technical/professional practice and development through involvement in a series of progressively more demanding relevant work experience. Should possess or be studying for a relevant qualification appropriate to the role
2	Must have supervisory experience gained at an appropriate level, encompassing successful development of staff
3	Evidence of successfully completing management reports to an appropriate level
4	Evidence of interpretation and application of relevant legislation
5	Should have effective communication and presentation skills
6	Able to use IT and software packages where appropriate
HIGHER LEVEL	
As above plus: (where appropriate to the role)	
1	Demonstrable experience of managing and developing a team with clear evidence of outputs
2	Evidence of successfully planning and organising work with short and long term timeframes
3	Able to work without direct supervision and make complex decisions without the need to refer for guidance
4	Evidence of successfully planning and progressing a series of work within general guidelines, using initiative and judgement without recourse to senior members of staff