

# Role Profile and Person Specification

## ROLE PROFILE

<b>Role Title:</b>	Business Services Team Leader		
<b>Grade:</b>	F	<b>Location:</b>	Various Locations Force wide
<b>Area command / Department:</b>	Business Services Department	<b>Vetting level:</b>	RV
<b>Reporting to:</b>	Business Services Manager	<b>Date accepted as a role profile:</b>	
<b>Posts responsible for:</b>	Allocated staff		

## Part A – Job Description

### Overall purpose of the role:

**To line manage a multi-functional Business Services Team delivering a range of frontline operational policing support functions to Area Commands/Departments in an effective and efficient manner to meet customers aims and objectives.**

### Key responsibilities of the role:

<b>1</b>	Manage the deployment of staff within and between multi-functional areas and/or sectors within a geographical area ensuring that customer and service delivery standards and requirements are met
<b>2</b>	Plan and support individual and team development utilising regular supervision and performance monitoring, identifying skills and knowledge gaps at both individual and team level and liaising with other BSC's/BSM's as necessary to identify the most cost effective ways to meet any training and development needs
<b>3</b>	Manage day to day delivery of allocated services/multi functions in line with agreed Service Level Agreements, monitoring and evaluating performance including approved quality checks and audits in line with agreed standards.
<b>4</b>	Develop and maintain effective customer relationships with managers and staff within assigned geographical areas, acting as the Business Services point of contact for resolving service delivery, resource allocation and customer relationship issues within the assigned geographical area.
<b>5</b>	Manage staff in their day to day duties including allocation of work, individual performance management and development, Appraisal, attendance management and first level capability/disciplinary issues as well as contributing to the recruitment and selection of new staff as required.
<b>6</b>	Ensure effective maintenance and updating of business systems, procedures and data by monitoring performance and quality of business systems including undertaking audits and reviews as necessary, and identifying improvements to systems and procedures and implementing as authorised in order to ensure that efficiency and effectiveness are maintained in the services provided.
<b>7</b>	Manage and maintain the integrity of the Force property system ensuring quality property storage, retrieval and disposal service in support of the work of operational officers.
<b>8</b>	Ensure vehicle fleet maintenance and vehicle servicing provisions are carried out efficiently and effectively in support of operational policing.

## Role Profile and Person Specification

9	Ensure the use of problem solving techniques to identify issues, implement solutions, and thereafter evaluate effectiveness.
10	Organise, co-ordinate and implement Health & Safety Inspections and associated tasks to ensure compliance with Health & Safety legislation. Ensure completion of building checks and associated general maintenance requirements are complete, liaising with Estates where required
11	The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.

### Part B – Scope of contacts

#### Internal / External relationships:

**Internal: Officers/Staff/Volunteers and Visitors**

External: Internal Auditor, Contractors,

### Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
<b>Qualifications, knowledge and experience</b>	Proven experience working at a supervisory level within a large and complex organisation. <b>IOSHH Managing Safety</b>		Application Interview CPD
<b>Planning and organising</b>	Experience of planning and organising across multi-functional areas in an ever changing environment.		Application interview CPD
<b>Problem solving and initiative</b>	Ability to use judgement, initiative and creativity, to resolve situations and provide positive solutions		Application Interview CPD
<b>Management and teamwork</b>	Experience of dealing with complex people issues, including disciplinary, attendance and performance management.		Application interview CPD
<b>Communicating and influencing</b>	The ability to communicate clearly, concisely and timely at all levels. Evidence of excellent communication, interpersonal and people management skills.		Application Interview CPD
<b>Other skills and behaviours</b>	Driving will be a requirement in certain geographic areas. Demonstrate a professional and proactive approach to customer service		Application Interview CPD