

Job Description – B001 Resource Planning Manager

A: Post Details			
Job Title:	Resource Planning Manager	Grade:	B001
Department:	Force Planning Unit	Division:	E Division
Reports to:	Force Resource Lead	Contract Type:	Permanent
Level of Vetting:	Recruit Vetting	Numbers in Post:	X4 FTE
Welsh language:	No		
B: Purpose of the Post			
To oversee and manage the operational activities of the Force Resource Planning Unit (FRPU), with responsibility for monitoring workload, resource levels and performance to ensure that all tasks and service-level agreements (SLA) are achieved. To support the delivery of Key Force objectives by ensuring resources are deployed effectively, efficiently and in a cost-effective manner. To ensure that the data held within the Origin Duty Management System (DMS) and its associated functions is rigorously maintained to ensure currency and accuracy as a Force Critical System.			
C: Dimensions of the Post			
Financial:			
<i>Direct:</i> N/A <i>Non-Direct:</i> Provide forecasted cost reports for planned overtime, events and training costs.			
Staff Responsibilities			
<i>Direct:</i> - Line Management of 32 x Resource Planning Officers split between 4 x FTE manager positions over two locations (Manchester and Glasgow). <i>Non-Direct:</i> - Support the delivery of key Force objectives with regards to resource planning and management, ensuring welfare and operational considerations are met for the Force's c.5000 employees across the five BTP divisions. - Support the delivery of key Force objectives with regards to resource planning and management, ensuring welfare and operational considerations are met for the Force's c.5000 employees across the five BTP divisions.			
D: Principal Accountabilities			
Provide operational leadership of the Force Resource Planning Unit (FRPU); working collaboratively to monitor and develop the performance of the Unit to meet the strategic aims of the Force.			

Oversee the work of 26.42 x Resource Planning Officers to ensure that operational cover is maintained for force-critical functions, by responding to changing circumstances and demands – providing resourcing options and solutions to managers and senior officers where required.

Support the continued professional development of the Resource Planning Officers through regular developmental performance reviews within the BTP personal development framework to support the wider development and performance of the Unit.

Provide expertise, support, and direction to the Resource Planning Officers, ensuring that any changes to policy, practice and procedure are communicated effectively and in a timely manner through regular team meetings.

Ensure all requests for service/assistance are captured using the designated service desk system; reviewing and resolving these to ensure that policies and regulations are not breached. Ensuring that the FRPU maintains and meets agreed SLA timeframes for resolution to reduce the risk of reputational damage to BTP.

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.

Work collaboratively with Divisions to ensure the optimal level of resources is directed towards frontline policing activity, responding to planned events and targeted operations whilst maintaining critical business-as-usual cover.

Manage the maintenance and publication of key specialist rosters and on-call requirements.

Liaise with people service functions including HR and Learning and Development to identify and resolve resource-related issues. Ensure the maintenance of required skillsets and competencies across the Force, whilst ensuring that establishment data is maintained accurately in ORIGIN PP.

Ensuring and supporting a continual process of development and improvement through learning and appraisal in line with the strategic aims of the Force Planning Unit.

Oversee and support the FRPU response to unplanned events and incidents; supporting the effective implementation of Force Escalation and Critical Incident plans through the effective allocation of resources and skills, considering both operational demands and welfare considerations.

Fulfil, in support of Force Resource Lead, the role of Bronze Resources for planned and unplanned events, operations and incidents – providing guidance and support to operational, tactical and strategic commanders and carrying out delegated responsibilities and decision making within a set operational framework.

Attend, advise and contribute effectively to any relevant internal and/or external meetings; including (but not limited to) meetings relating to event and emergency planning, strategic workforce planning and divisional leadership meetings to support the Force Resource Lead.

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.

Interview and select new members of staff, as per recruitment policies and in alignment with the College of Policing's Competency and Values Framework (CVF).

E: Decision Making

Direct:

- The post holder will, at the delegation of Force Resource Lead and/or tactical and strategic command, be expected to make a range of resourcing decisions – ensuring that this is in line with tactical parameters, force policy, and direction from senior officers.

Indirect:

- The post holder will negotiate with stakeholders across the force, to provide subject matter expertise on resourcing capabilities, policies and procedures to support operationally led decision making.

F: Contact with Others

Internal:

- All employees across the force in relation to resource management. Stakeholders and managers across the force including Divisional Operations, People Services, Learning and Development and Senior Officers.

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 organization
- Experience of managing workflow in a fast-paced operational environment, 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.

Skills:
- 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. - Computer literate, with a good working knowledge of Office applications, including Excel, Teams and Outlook. - Ability to prioritise and manage conflicting deadline whilst motivating/engaging team members and colleagues.
Knowledge:
- Strong level of knowledge of operational and/or event planning, - A knowledge of resource management practices, and how to maximise available finite employee resources where operational demand exceeds availability.
Desirable Criteria:
- Experience leading a team working flexibly across multiple locations - Experience managing and implementing change
H: Additional Information
The post-holder will be expected to respond to and support Force mobilisation plans when activated by critical incidents. The FRPU will be operational between 0800-1600 Monday to Friday and postholders will be required to work within these parameters to maintain this capability. Hours can be flexible within 07:00-17:00 each day. There may be a requirement in the event of a critical incident or other unexpected demand for working outside of normal business hours in order to support force mobilisation plans, however this will be on a voluntary basis. To ensure the function is high-performing and fully-effective, postholders will be open to and committed to continuous personal and professional development.