Post Title:	Resourcing Assistant – Contact Management	
Grade:	LC 4 to 5 (progression arrangements apply)	**JE:919b**
Location:	Headquarters – Contact Management	
Responsible to:	Performance Adherence Analysts	

Job Purpose:

General day to day maintenance of the Contact Management computerised duty management systems (including both DMS & Verint)

Key Responsibilities:

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- To input all rotas onto the Duty Management Systems for Constabulary disciplines and departments ensuring compliance with Working Time Directive

- To input court warnings, identify and resolving any shortfalls

- To amend Activity codes and maintain the duty management system trees

- To assist in the management of resources via a computerised duty management system on a regular basis in conjunction with a consideration of the needs of the Geographic areas and other sections/departments. In doing so ensure that Normal Operating levels are maintained in line with local policy

- To ensure transfers and movements are inputted accurately

- To assist planning in the mandatory and refresher training in conjunction with the Training Department. Ensuring compliance with normal operating levels, identifying and addressing any shortfalls

- To input all officer/staff commitments after transfer including Training, Leave, Court Warnings, Rest Days in Lieu and locked duties. Identifying and addressing any shortfalls

- To assist in the management of Leave Rotas to ensure maximum abstraction rates are adhered to, thus ensuring continued resilience across

all areas of business

- To process absence requests on a daily basis taking into consideration current abstractions, resource availability, normal operating levels and operational requirements

- Publication and maintenance of Senior Officers' Rota under the guidance of the Superintendent. Administering the entitlement pots e.g. TOIL, rolling leave etc.

- To provide guidance and assistance to the end users on usage of the duty management system in order to increase understanding and knowledge of the system across the department

- Ensure all staff have the appropriate access to the duty management system, relevant to their role and adjusting as necessary

- To provide administrative support for Contact Management, carrying out various administrative tasks such as telephone calls and written enquiries relating to duty rotas.

- To have an awareness of agreed priorities and ensure that the Standard Operating Procedure is complied with

- To carry out necessary and regular administration of the duty system to ensure all entitlements are correct, e.g. adjustment of PH pots

- To assist in the preparation of management information from the duty management system as appropriate

- Whilst the post holder will have primary responsibility for a thematic area of resourcing there is an expectation that there will be integration between assistants to meet organisational need.

- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post.

Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

https://profdev.college.police.uk/competency-values/

This role is required to operate at or be working towards the levels indicated below:

Resolute, compassionate and committed

Behaviour	Level	To be Identified by
We are emotionally aware	Level 1	Interview

We take ownership	Level 1	Interview
Inclusive, enabling and visionary leadership		
We are collaborative	Level 1	Interview
We deliver, support and inspire	Level 1	Interview
Intelligent, creative and informed policing		
We analyse critically	Level 1	Interview
We are innovative and open minded	Level 1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

Values :	
All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.	
Integrity	**Impartiality**
Public Service	**Transparency**

Qualifications		
Essential	**Desirable**	**To be identified by**
	BTEC, HNC or equivalent or relevant qualification	Application Form / Interview
Knowledge / Experience		
Experience of working in an administrative/clerical role within a busy office environment dealing with confidential information	Experience of using Microsoft Software Applications, including MS Office – Word, Excel, PowerPoint and Access	Application Form / Interview
Experience of interrogating computer systems to produce reports and management information		Interview

Experience of inputting, updating and maintaining computerised and manual filing/recording systems		Interview
Experience of communicating across a wide spectrum of people both individuals and in groups	Knowledge of the PDR system	Application Form / Interview
Experience of working to deadlines and tight timescales within a busy environment	Ability to analyse information, identifying relationships, patterns and trends	Application Form / Interview
Experience of producing accurate written information and demonstrate a high level of attention to detail		Interview
Experience of working on own initiative, investigating problems, developing solutions and taking appropriate timely action to resolve them		Application Form
Experience of working with minimal supervision, organising and prioritising own workload		Application Form
	Knowledge and experience of using DMS computerised systems	Interview
Other		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants
A flexible approach to working hours and practices.		Interview
The ability to travel on Constabulary business as required		Interview

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deems appropriate.

Date last updated: 11 October 2022

RESOURCE MANAGEMENT ASSISTANT

PROGRESSION ARRANGEMENTS

The following arrangements are all subject to the needs of the post and not the individual and can be superseded by management on appointment if there is demonstrable evidence that the individual has relevant skills and experience to carry out the role at the higher level.

LC 4 On appointment to the role *(and while performing a duty management* role *that has not been given full autonomy to make own decisions and act on them without reference to your Line Manager).*

LC 5 Satisfactory assessable performance at LC 4 and when meeting all the following:

- Is fully conversant with Police Regulations, Police Staff Conditions of Service and Working Time Regulations relevant to planning and any subsequent re-rostering of duties and uses this knowledge to effectively manage resources in the most cost-effective way practicable.

- Is fully conversant with and in operating the duty management system and makes minimal mistakes or inputting errors.

- To regularly* manage abstractions by identifying shortfalls, creating staffing solutions and notifying Police Officers/Police Staff of the deviation without first having to contact your Line Manager for authority. This will include being able to agree or decline annual leave, CTO and Rest Day in Lieu requests. (It is expected that your Line Manager will get involved in order to arbitrate on disputed decisions).

Regularly means it being a common/everyday feature of the role and not just done on an adhoc basis when there is manager to refer to.