



ROLE PROFILE

Role Title:	Business Manager – Organisational Learning
Rank/Grade:	A6
Job Family:	Professional
Reporting to:	Superintendent Workforce Development
Main purpose of the role:	To lead on design and/or implementation of specific projects as required to meet departmental objectives around recruitment, retention, promotions and other resourcing requirements

Key Responsibilities	
<ul style="list-style-type: none"> To act as deputy to the Head of Department Manage Workforce Development to establish appropriate processes which deliver against service levels and facilitate delivery of Centralised Services – to include but not limited to Special Constabulary, Volunteers, PA Services, Resource Management. Lead on Business Development activity via preparation of business cases, process improvement and delivering local change projects and the implementation of corporate initiatives relevant to this business area Lead on design and/or implementation of specific projects as required to meet departmental objectives around recruitment, retention, promotions and other resourcing requirements Lead on the identification and management of risk, ensuring control measures are in place or escalating as appropriate emerging risks and potential liabilities Ensure all functions within Hertfordshire PA Services LPC are maintained Provide support to customer engagement activity and liaise with internal partners to support the implementation of initiatives and processes within local area of business Lead on the delivery of the Trainee Detective programme providing support and guidance to the Crime Training Development Lead Deliver work streams which ensure that the Constabulary meets its requirements around accreditation To take overall responsibility for service standards of all areas for business within the Workforce Development portfolio To ensure effective Service Delivery meets customer requirements via local and centralised support teams within WFD To effectively manage all staff within Business Services, which includes positions of Inspector, A5 equivalents within WFD & RMU and PA Services Negotiation of service levels and establishment of appropriate processes to facilitate delivery of Centralised Services, including PA services, Resource Management to internal customers Represent Hertfordshire as required within BCH and 7 force Workstreams Give advice and resolve complex RMU and PA issues 	

Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Line management responsibility for staff and/or officers

Agile Working	To be confirmed
Psychological Assessment	To be confirmed
Return on Investment	To be confirmed
Limited Duties	To be confirmed

Entry Requirements
<ul style="list-style-type: none"> Business related degree or equivalent qualification/experience Experience of liaising with external providers, colleagues and other customers Experience of managing large and diverse teams and areas of service delivery Experience and understanding of budget, staff and risk management, process development and improvement Demonstrate experience of effective negotiation skills Experience of strategic planning



ROLE PROFILE

- Ability to analyse financial and other data
- Proficiency in use of computers i.e. keyboard skills, Microsoft Office packages
- Ability to use computer systems including corporate systems i.e. Resource management software
- Desirable but not essential to have knowledge and experience of RMU processes.

Any other General Requirements/Scope

- This role requires the post holder to have the ability to travel to different locations.
- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder will occasionally be required to work additional hours
- Vetting is required, as advised by the vetting unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.
- To take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

ROLE PROFILE



HERTFORDSHIRE
CONSTABULARY

Personal Qualities (Behavioural Competencies)

We are emotionally aware

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.