

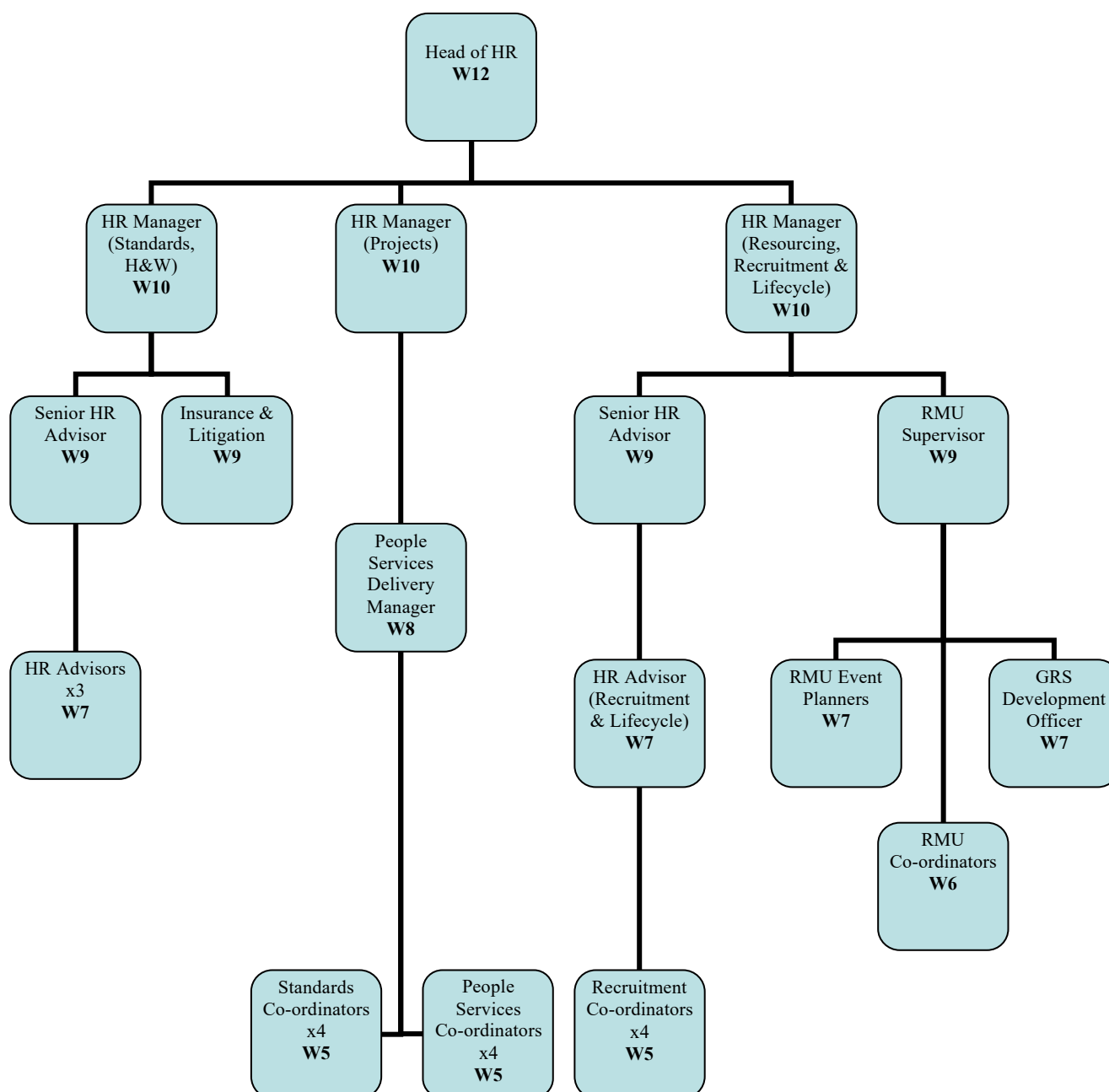
WILTSHIRE POLICE

Job Description



Post Title: RMU Coordinator	Department: People Services
Post Number: TBC	Work Location: Melksham/Gablecross
Grade: W6	Security Vetting Level: SC
Responsible to: RMU Supervisor	Date : May 2014

Reporting Structure:



RMU Co-ordinator

Job Purpose

To co-ordinate and maintain Police Officer and Police staff resourcing across the force ensuring that adequate resilience is maintained. Responsible for managing the routine planning, preparation, inputting and publication of duties for the entire organisation and ensuring that the organisation optimises the availability of resources so that it continues to meet its operational commitments. To provide support to SIO/Gold commanders for any critical/major incident and spontaneous or pre-planned events. To provide guidance and support to managers and staff in relation to providing a consistent approach to the management of resources across the force ensuring that working time and Police regulations are complied with.

Main Responsibilities

Duties Management

- Ensure the maintenance of the Global Rostering System (GRS) within the Force, quality checking the data inputted, thereby ensuring that a shift roster is published at the correct intervals, hours of work are accurately recorded for all staff and that shift patterns/hours of work are within the Working Time Regulation guidelines, Police Regulations, Police Staff Conditions and Force Policy.
- Identify staffing issues across the force and deliver solutions promptly, without supervision, where urgent operational needs arise. Determine personnel strengths necessary to meet force requirements, providing advice and recommendations on desired strengths to managers and supervisors, highlighting potential resource violations in GRS, thus ensuring Health and Safety requirements are met.
- Ensure back filling of 'required posts' is delivered to maintain force resilience in the most efficient and cost effective way.

Staff Support

- Act as the initial point of referral for enquiries coming into the Resource Management Unit in person, via e-mail or by telephone, resolving problems and answering queries as necessary and appropriate.
- Maintain, advise and provide training to all staff as required on the various GRS Functions, including annual leave and absence records, ensuring that force policy is adhered to.
- Negotiate with and give direction to staff and managers with regard to resourcing decisions required to deliver force objectives and training requirements.
- In line with Police Regulations, provide advice to staff regarding their overtime and compensation entitlements; leave, toil and bank holidays and liaise with Federation, Unison and People Services as and when appropriate.

Systems Management

- Provide technical and specialised knowledge of the GRS system. This will include maintaining and updating the integrity of the system and its data.
- In conjunction with IST, to act as a link with SEL in relation to any system failure or issues.
- Assist and pioneer and develop new GRS applications Plus promoting collaboration with other Forces.

Operational Incident Management Support.

- Assist the Gold/Silver Commander or S.I.O. with the running with the management of resources in the event of a Major /Critical Incident or Civil/National emergency or significant policing operations, including providing 'out of hours' support as required.
- Provide support as the Resource Cell for policing operations as required.
- Liaise with other Forces in respect of mutual aid, whether for additional resources for Wiltshire or to assist the outside Forces with additional resources.
- Arrange for specialist services for example, mounted section officers for public order events and underwater teams

Performance Management

- Assist with performance management issues via the interrogation of systems to collate, analyse and present data/reports to managers in a written or verbal format.
- Provide confidential support for misconduct investigations, ensuring the highest integrity of any information that is provided.
- Analyse resourcing data on behalf of force managers regarding strategic planning and forecasting, such as ensuring annual leave/time owing is not accrued to the detriment of the organisation.

Meetings attended

- Represent department as required at force and local tasking and ensuring that resourcing decisions are actioned in a timely manner.
- Represent the department at internal planning to provide dedicated support and advice as required to the planning of Force Operations, events and Major/critical incidents and in accordance with the service level agreements, ensuring that staffing solutions are delivered in the most effective and cost efficient way.

Dimensions

Financial

None

Non-Financial

Organise attendance at required training events - e.g. 1,100+ mandatory OST/entire organisation for Chief Officer road shows

GRS constructions completed - 700+ individual duty rotas

Meetings attended - Force Tasking bi-weekly/div & department tasking bi- Weekly, Gold Group

Numbers of operations resourced - Solstice/WOMAD/RIAT/Kemble Airshow annually, Xmas/new year's eve/Halloween/bonfire night

Approx 15 football matches per annum

Approx 8 major force wide ops per annum E.g. Op Restore

Person Specification

RMU Co-ordinator

Attributes	On Appointment	Criteria
Experience:	<p>Proven experience of working within a confidential environment</p> <p>Administrative experience which should include duties administration and providing management information</p> <p>Experience of planning and producing duty packages</p> <p>Substantial experience of working in a customer service environment</p> <p>Proven experience of working under pressure in a busy working environment</p> <p>Experience of resource management including Working Time Directives, Health and Safety, family friendly policies, diversity, contracts, financial implications (e.g. overtime), demand profiles,</p> <p>Experience of self-management working with minimum of supervision</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>
Skills:	<p>Competent in the use of Microsoft Word, Outlook and Excel</p> <p>Excellent interpersonal skills</p> <p>Ability to train 121 or on a group basis</p> <p>Ability to demonstrate problem solving and problem solving skills using sound judgement</p> <p>Ability to deal with conflicting situations</p> <p>Able to work alone with the minimum of supervision and achieve high standards as well as being able to work as part of a team</p> <p>Ability to use initiative and display creativity</p> <p>Ability to cope under pressure and to tight deadlines</p> <p>Effective communication skills – verbal, written and listening</p> <p>Good telephone manner particularly in relation to customer service</p> <p>Ability to receive, assimilate and pass on information received by various means</p> <p>Ability to recognise stress in self and others</p> <p>Ability to analyse data and produce reports</p> <p>Attention to detail</p>	<p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p>
Knowledge:	<p>Geographical structure of the county</p> <p>General awareness of equality and diversity issues in the working environment</p> <p>Awareness of workplace health & safety issues</p> <p>Understanding of confidentiality and Data Protection/Freedom of Information issues</p> <p>The Postholder will need an insight into operational needs to enable resourcing decisions to be made</p>	<p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p>

Attributes	After Training
Experience:	<p>Experienced in duty planning and the production of duty sheets utilising GRS and in line with the support staff handbook, police regulations and working time regulations.</p> <p>Experience of supporting `Gold` and `Silver` Commanders during Major Incidents/Operations</p>
Skills:	<p>Ability to confidently train and refresh staff on use of GRS.</p> <p>Ability to develop and adapt to changing working practices in order to meet the demands of Wiltshire Police, new legislation or new policies introduced within the Force.</p> <p>The post holder will be instrumental in challenging and ultimately changing prevailing culture attitudes towards resource allocation and work scheduling, thereby elevating the importance of these issues as a management skill within the organisation.</p> <p>Ability to represent the department in the provision of sound advice</p> <p>Ability to be an effective team member at various meetings</p>
Knowledge:	<p>Good working knowledge of Police Regulations and Police Staff terms and conditions with regards to contracts, working patterns and hours and departmental policies and procedures related to the role</p> <p>Understanding of your responsibility under Equal Opportunities and the way in which your role and the organisation may impact on minority and more vulnerable communities within Wiltshire</p> <p>Greater understanding of relevant health & safety issues within your working environment</p> <p>Understanding of the impact of the Human Rights Act on the organisation and the role that you undertake</p> <p>Greater understanding of Data Protection and Freedom of Information issues within your working environment</p> <p>Knowledge of internal structures and procedures</p> <p>Good working knowledge of GRS.</p>

Role Profile

RMU Co-ordinator

Core Responsibilities

Activities

The role holder should effectively deliver these key requirements:

Other Information

RMU Co-ordinator

The post-holder will work closely with the other Resource Management Unit (RMU) staff members and be expected to provide cover for each other when one (or more) is absent. There will be a requirement for some weekend and evening working and to work outside of normal office hours at short notice in order to assist with pre-planned operations such as our Summer Solstice and the Royal International Air Tattoo and any spontaneous incidents.

Wiltshire Police provides a 24 hour 7 day a week service therefore applicants should be prepared to be flexible in their approach to working hours.

The post holder should have access to a vehicle or be able to make alternative arrangements to meet the requirements of the post.

Where applicable the post holder will be expected to wear a uniform at all times when on duty.

You will be required to attend all necessary and relevant training courses in respect of your employment to ensure compliance with the policies of the Force.

It is likely that this post will attract long periods of lone working.

Wiltshire Police is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

USERS - MoPI (Management of Police Information);

Share information where appropriate with community partners and other agencies, paying regard to force procedures for recording such sharing. Ensure information recorded is relevant, accurate and adequate, meets legal requirements and data quality standards.