

Force Planning Manager

Department: Justice & Home Affairs

Division: States of Jersey Police

Reports to: Chief Inspector, Response

JE Reference: JHA567.1

Grade: CS11

JE Date: 07/06/2023

Job Purpose

To lead the Force Planning Team, delivering resource management for the States of Jersey Police (SoJP) to ensure the effective and efficient resourcing of day-to-day policing, events planning and training coordinating across the organisation.

Manage Force Planning Team to set the strategic direction of the department, supporting senior SoJP officers to deliver a resourced and resilient workforce for operational Policing.

The Force Planning Manager will provide subject matter expertise and recommendations to Senior SoJP Officers and key stakeholders.

Job Specific Outcomes

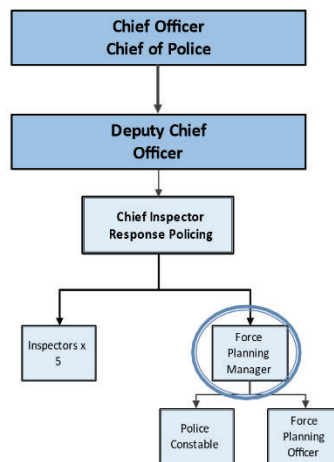
1. Lead and set direction within the Force Planning Team to ensure that resourcing for operational policing is managed effectively and operational resilience is maintained, whilst taking into consideration safe staffing levels and appropriate skillset within Police department.
2. To provide recommendations and management information to the Chief Officers and senior leadership team to define approach and meet demands of operational Policing, taking into account budgetary considerations.
3. To manage resources for major incidents and emergencies involving the public, identifying specialist skills required. Review the management of resources taking into consideration the SoJP resource allocation model (RAM). To provide a command structure for all unforeseen events for SoJP, identifying and rectifying resource challenges according to skills mix in an unpredictable and challenging environment.
4. Identify and investigate variance from recorded duties that had a negative impact on budget and or performance to ensure tight control and efficient use of resources.
5. Lead and manage the SoJP technical rostering systems, as subject matter expert. Contract management with the suppliers and internal stakeholders identifying opportunity for service improvements. Provide training and support across the Force to ensure compliance with policies and procedures in place.
6. Work collaboratively in developing and implementing policies and procedures relating to SoJP specialist technical systems and their usage to ensure value for money.

7. Prepare and present analytical data reports on skills mix, including data trends for weekly, monthly and annual report for senior officers.
8. Lead the Force Planning Department providing professional, expert guidance, undertake appraisals, deal with disciplinary matters, recruitment and selection decisions. Identify capability requirements and champion staff development, complying with all SoJP and government policies.
9. To undertake any other such duties as may be required in accordance with Force Policy and/or at the direction of the Chief Officer or other Officers of Senior rank.

Statutory Responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisation



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to a level 5 qualification or equivalent or equivalent work experience in Rostering and Forecast planning.	Professional qualification in resource planning (or willingness to work towards and achieve within 12 months) or equivalent experience.

<p>Knowledge</p>	<p>Specialist Knowledge and proven experience of forecasting resource needs in a challenging and demanding environment.</p> <p>Detailed knowledge of legislation and policy relating to shift work, working time regulations, terms and conditions of service and Health & Safety and SoJP relevant policies and procedures.</p> <p>In depth understanding of best practice in a Forecast planning environment, around safe staffing levels, skills mix requirements, system user functionality / access levels working within GDPR parameters.</p>	
<p>Technical / Workbased Skills</p>	<p>Experience within an operational planning and resource department.</p> <p>Experience of developing and writing processes and procedures and ensuring the management of them.</p> <p>Experience using specialised systems that deliver the function of resource management.</p> <p>Excellent IT skills (ability to use Word and excel to intermediate level) with proven ability to understand complex, bespoke technology and produce / understand management information.</p> <p>Manage complex queries and any other concerns in relation to past and present staffing and rostering issues. Complete investigative tasks with evidential conclusions.</p> <p>Strong analytical skills with the ability to investigate and problem solve multifaceted issues whilst producing appropriate solutions in a timely manner to meet deadlines.</p> <p>Experience in developing and compiling system reports using excellent analytical and numerical skills with accuracy.</p> <p>Excellent literacy skills.</p>	
<p>General Skills/Attributes</p>	<p>Ability to challenge and influence all levels of police ranks and support staff.</p>	<p>Implement plans and considers contingencies.</p>

	<p>People management, motivation and leadership skills.</p> <p>Ability to negotiate and mediate to resolve conflict through effective communication / interpersonal skills.</p> <p>Produce accurate work and prioritise to meet deadlines.</p> <p>Adapt and respond to shifting priorities/tasking needs.</p> <p>Deal with challenges and generate solutions. Review working practices and acts to improve service delivery.</p> <p>Communicate effectively and inclusively with partners, senior managers, stakeholders and team members.</p> <p>Excellent team player but essential to be able to work autonomously using own initiative with minimal supervision.</p> <p>Excellent written and verbal communication) including presentation skills), with the ability to communicate complex, sensitive and contentious information.</p> <p>Ability to work in a high paced environment under acute pressure ensuring a high level of customer service is still met.</p> <p>A strong personal presence, effectiveness and credibility with a diverse range of stakeholders, able to build and maintain successful working relationships.</p>	<p>Gather and evaluate information to inform decision making and minimise risk where practicable.</p> <p>Provide guidance and support, seeking assistance where appropriate.</p> <p>Take responsibility for promoting improvement.</p>
<p>Experience</p>	<p>Previous experience working within a Forecast planning and staffing and or customer service environment.</p> <p>Previous experience of managing high levels of demand under pressure.</p> <p>Experience in working in an adaptable role, managing and defusing challenging situations.</p> <p>Experience in decision making with little to no guidance.</p>	<p>Previous experience and or understanding of the development of roster creations to meet organisation requirements.</p>

	<p>Experience of implementing service improvement.</p> <p>Being comfortable working in ambiguous situations that require resolution.</p>	
Criteria relating to Safeguarding	<p>This post holder requires a high level of personal resilience as there will be exposure to unsavoury, confidential and sensitive information where the careful and effective handling of such matters is essential.</p> <p>Requirement for high levels of integrity, tact, resilience and discretion, which are essential when dealing with sensitive intelligence and other information.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

Organisational Structure

One Government Departments



This next section is for Job Evaluation purposes only (Please remove everything below this point when using the JD elsewhere e.g. for recruitment / consultation purposes)

Additional job information

Specific to the role

The following sections are included to ensure that a complete picture of the job can be gained for job evaluation purposes. The requirements of the job are summed up in the preceding sections; nothing in the following sections should sit at odds with the earlier information to word count for each element should be no more than 100 words. The Additional job information section will be removed once the job has been evaluated.

Communication and Relationships

Tell us about the skills required by a typical post-holder to communicate, establish and maintain relationships and gain the cooperation of others. Let us know the skills required to motivate, negotiate, persuade, make presentations, train others, empathise, communicate unpleasant news sensitively and provide counselling and reassurance. You should also include any difficulties involved in exercising these skills.

- Effective communication is imperative. The ability to negotiate, problem solve and have difficult conversations, dealing with sensitive and challenging situations with empathy, understanding and tact is essential.

The post holder will be required to manage leave for Operational Policing Teams which with it brings the need for complex conversations when it comes to denying applications tactfully.

The post holder will be expected to raise any cause for concern surrounding absence management with Line managers, compiling and communicating absence management reports working in union with HR for Health Management statistics.

The post holder will be required to manage communication with all SoJP employees in many ways such as

- Managing confrontational situations with dexterity to resolve issues and complaints
- Initiating face to face, written or telephone conversations to motivate, persuade and influence Senior stakeholders.
- Deliver training to all SoJP employees on specialised Rostering system software
- Deliver inputs to new Officers and Transferees on best practice and expectations of their role in relation to rostering and adhering to the Police T's and C's and policies
- Excellent inter-personal skills to communicate and engage directly with a range of stakeholders.
- It is key that professional relationships are built and maintained with stakeholder and customer groups. ensuring the effective running of day to day business. Strong positive relationships between other Police departments as well as but not exhaustive of, People Hub, People Link Team, GOV Pay roll Team, HR business partners and M&D.
- Excellent presentation skills, delivering complex information on forecast planning issue and problem solving solutions, as a subject matter expert as well as presenting roster trends inclusive of skills gaps analysis, sickness, training, and leave with the ability to interpretate to stakeholders.