

Job Title: Assessment Centre, Specials Recruitment and Foundation Training Admin Co-ordinator	
Job Evaluation Number	B375

## JOB DESCRIPTION

<b>Job Title:</b> Assessment Centre, Specials Recruitment and Foundation Training Admin Co-ordinator	<b>Location:</b> Sulhamstead
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB3 Police Staff
<b>Reports To:</b> Lead Advisor – People Services	<b>Band level:</b> 3H
<b>Staff Responsibilities (direct line management of):</b> TBC	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** be the Force specialist in the management and co-ordination of business support provision and functionality within the People Directorate to internal and external customers, which covers the specialist area of Police Officer Assessment Centres, Specials Recruitment and Foundation Training ensuring the most cost effective approach is undertaken for each service.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

**The key result areas in the role are as follows:**

1. Lead the provision of administrative business support/specialist advisory service for National Recruit Assessment Centres (NRACs), Special Constabulary Recruitment and Foundation Training administration. Monitor performance of teams and set appropriate service delivery targets in consultation with the Specialist to meet customer demand, ensuring that the most appropriate and cost effective approach is undertaken for each service.
2. Be the key contact with customers and commissioners of the service, to understand the workload volumes that the team will need to handle, and plan and prioritise this to ensure that peaks and troughs of work are proactively managed as well as responding to bespoke requirements.
3. Support the Lead Advisor in monitoring and delivering the key performance indicators for the shared service, and any other ad-hoc management information requirements.
4. Provide day to day first line supervision of reporting staff in the provision of a high quality customer focused service, to both internal and external customers, in line with force and departmental priorities.
5. Keep an overview of the end to end processes to ensure that strategies which have been developed for each customer group results in successful outcomes, and where necessary, support and direct the Administrators in the delivery of the service.
6. Ensure that all required data related to shared services is input accurately and timely to HR Management Systems to enable GSC/DP (Government Security Classification and Data Protection) compliance.
7. Manage the expenditure for National Recruit Assessment Centres, working within budgetary constraints and ensuring best value for money, including catering, lay assessors, accommodation and materials.
8. With other People Services Advisors, ensure that costs are contained within approved expenditure limits, and that there is a pro-active and productive relationship with external suppliers e.g. College of Policing and assessment contractors to meet this objective.

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9. Work with the Foundation Training team to coordinate the organisation of training intakes for PEQF, DO's, PCSO's, PSIs and CSI's to include oversight of booking of guest speakers, room bookings, magistrates and accreditation for key elements in the training programmes

10. Plan, forecast and oversee the delivery of commissioned work to the agreed quality and service levels. Define what resources are required to deliver the service and manage abstractions and succession planning.

11. Support the Lead Advisor by co-ordinating and leading specific projects designed to improve service delivery, involving research, analysis & report writing. In support of future change initiatives and function enhancement.

## **SPECIALIST AREAS**

### **Recruitment**

Manage assessment centres for the Force, and any partner forces, ensuring that there is sufficient provision to meet organisational needs.

Manage the recruitment and training of assessment centre assessors to meet organisational needs and national standards, ensuring a quality, professional service is delivered by all

Manage National Recruit Assessment Centres in accordance with College of Policing and all other relevant protocols.

Successfully undertake all roles, when required, within the NRAC process.

Contribute to the Attraction and Progression Strategy, (please note the role holder isn't responsible for 'developing and delivering' this).

Manage NRAC collaboration opportunities with other Home Office Forces to national standards. Contribute to project management and communication strategy with key stakeholders e.g. Finance, Legal Services. Manage all financial information and work with stakeholders to provide appropriate financial management

Dealing with contentious candidate and assessor issues and decisions which may include liaising with the College of Policing.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

### ***Further Comments:***

#### **General**

The volume and complexity (e.g. various routes of entry) of recruitment activity makes this a busy, demanding role throughout the year, with high customer service expectations and within tight deadlines to ensure adequate operational resourcing for TVP and other forces. The role holder will line manage People Service Administrators at both Sulhamstead and HQ North (Kidlington).

The key demands centre on providing an efficient and effective customer service against key performance indicators, e.g. 1. Timescales for recruitment, 2. Optimising assessment and intake places whilst ensuring Force wide resilience and timely access to advice and guidance, 3. Working to strict time limits e.g. NRAC notifications for the College of Policing and intake deadlines,

Required to develop a strong working knowledge of current NRAC protocols, employment legislation, Home Office rules, Police regulations and statutory obligations.

#### **Recruitment and Foundation Learning**

Supporting the delivery of KPI's around staff strength, recruitment expenditure, success in filling intakes/vacancies and Force resilience.

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Primary responsibility for providing a service to around 8+ customer groups.
Use of the national database to allocate assessors and capture/process NRAC results.
On fitness test days, manage the collection and onward transmission of DNA and fingerprint samples in line with Police Regulations relating to Biometric vetting, for all relevant applicants. Contribute to the planning and development of this process with key stakeholders e.g. Vetting Unit, DNA/Fingerprint Departments, Force Stores, Physical Development Team.
<u>NRAC Lay Assessors</u> Manage a data base of lay assessors and be responsible for ensuring that managers and assessors meet the required standards with regard to consistency and interpretation of NRAC exercises. Planning and organising their accommodation at NRACs and approval for travel / expense claims.

#### d. CHARACTERISTICS OF THE ROLE

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Attained or willing to work towards NVQ Level 3 in Management.	E
2. Commitment to continued professional development in relevant disciplines* e.g. Attained or willing to work towards achieving Certificate in HR or L&D Practice (L3) or equivalent.	E
3. Good standard of education with GCSEs (Grade A-C) or Key Skills level 2 or equivalent in English and Maths.	E
4. Day One and S.E.A.R.C.H. (Structured Entrance Assessment Recruiting Constables Holistically) Accreditation or a commitment to successfully undertake accreditation.	E
5. Proven experience of Recruitment/Resourcing/Learning & Development processes with a requirement to develop a strong working knowledge of current employment legislation, Home Office rules, Police regulations and statutory obligations.	E
6. Computer literate with knowledge of Microsoft Office applications; confident at intermediate level with an aptitude/willingness to learn new systems/technology.	E
7. Excellent interpersonal and communication skills to enable the post holder to interact with staff, customers, senior managers and members of the public. Proven ability to negotiate and influence internal and external stakeholders. Able to challenge and remain impartial when dealing with complex issues.	E
8. Proven ability to organise, plan, manage and prioritise workloads.	E
9. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E
10. Flexible approach to working is essential as some assignments NRACs can run from 0700hrs to 1930hrs, and SC assessments will may require regular evening and some weekend working at various locations.**	E
11. Good understanding of budget/financial controls and implications.	D

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**Additional Comments:** working hours and level of flexibility are specific to each role and will be discussed at interview.

At interview, candidates will be asked to:

\*confirm their willingness to successfully undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.

\*\*confirm their willingness to undertake regular evening, and some weekend, working