

Job Title: Duty Planner	
Job Evaluation Number	B562

## JOB DESCRIPTION

<b>Job Title:</b> Duty Planner	<b>Location:</b> Various
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB3 Police Staff
<b>Reports To:</b> Resource Manager	<b>Band level:</b> 3G
<b>Staff Responsibilities (direct line management of):</b> Nil	

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

**The overall purpose of the role is to:** Through efficient planning ensure resources are positioned to provide operational resilience, both at Force and LPA level, and in accordance with the Resource Management programme

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. Plan, schedule and deploy resources required to meet the operational needs of the organisation for special operations, pre-planned events and unforeseen circumstances in order to ensure operational resilience of the Force and LPA, financial implications and the impact the changes will have on individuals
2. Record and manage long term and short notice abstractions to maintain resilience levels, continually revising duties to ensure demand is met, whilst complying with all relevant policy and legislation
3. Implement amendments to shift patterns and ensure officers are provided with rotas and shift changes in a timely manner.
4. Monitor Police Officers and Police Staff working hours to ensure adherence with Working Time Regulations and to safeguard the health and safety of individuals
5. Undertake regular audits to ensure employees personal and professional information stored within the DMS system is correct and up to date and provides information to the Resource Manager(s) of any areas of concern
6. Manage and advise on requests for resource management information to ensure effective decisions around changes to business process. Identify and investigate variance from schedules that had a negative impact on budget and or performance to ensure tight control and efficient use of resources.
7. Produce management information regarding duty changes, rest days, TOIL and overtime to assist the Resource Manager(s) in managing the devolved overtime budget efficiently and providing the LPA commander with relevant information.
8. If and when requested, represent the Resource Manager during any periods of absence.

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:**

Resource Management unit responsible for over 4000 police officers and 2000 police staff.

Each LPA is multi-location, multi skilled, demand driven and performance focused.

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OCU/Departments have force wide responsibility with specialist trained staff.

#### 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.

<i><b>The knowledge or skills required in the role are as follows (essential or desirable):</b></i>	<i><b>E/D</b></i>
Good standard of education including excellent numeracy, literacy skills, ability to apply logic and must be willing to participate in relevant and continuous professional development.	E
Proven ability to negotiate, influence and resolve conflict through effective communication / interpersonal skills.	E
Proven ability to prioritise and work to deadlines; produce accurate and quality management data.	E
Excellent IT skills (ability to use word and excel to intermediate level) with proven ability to understand complex, bespoke technology, in particular, from DMS, command and control and associated systems; produce and understand management information.	E
Must be prepared to work flexible hours, if required.	E
Knowledge or proven experience of forecasting in a shared service environment.	D
Recent experience of working with Workforce Management software and / or resource planning function.	D
Knowledge of legislation relating to shift work, working time regulations, terms and conditions of service and Health & Safety.	D
Knowledge and understanding of police work/regulations/policies/organisational structure.	D

**Problem Solving:** All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

<i><b>The problems that have to be dealt with in carrying out this role include:</b></i>
1. Deal with challenges to duty changes by individuals sensitively, referring to relevant policies and SOPs.
2. At very short notice resolve gaps in minimum cover levels caused by sickness or other operational commitments ensuring officers have necessary skills required by the role.

**Planning:** Refers to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

<i><b>The role involves the following planning activities:</b></i>
1. Prioritise workload taking into account the spontaneous nature of operational policing and the necessity to re-evaluate priorities to meet organisational needs.
2. Efficiently manage the resourcing requirements for spontaneous incidents and pre-planned operations whilst maintain appropriate resilience across the force.

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3. Plan training abstractions that are driven by demand at a local and force level ensuring appropriate members of staff are able to attend courses without affecting minimum cover arrangements.

**Freedom to Act:** Describes the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

***The degree to which the role provides freedom to act is as follows:***

1. Authorise or refuse annual leave requests based on the abstraction policy without referral to the Resource Manager.
2. Plan and process requests for force level mutual aid, warning officers/staff and providing required information to the centre.
3. Amend and inform officers of duty changes to ensure minimum cover levels are maintained throughout the year.

**Interpersonal skills:** Describes the ways in which the job relates to people and uses interpersonal skills.

***The role involves exercising interpersonal skills as follows:***

1. Negotiating duty changes with members of staff at all levels force wide to ensure agreed resourcing levels are maintained and callout rotas are covered.
2. Attend local operational planning meetings providing expert advice on resourcing availability taking into account relevant legislation and force policies.
3. Liaison with HR and Learning and Development influencing dates required for abstraction. Where necessary identify and negotiate date changes to meet resourcing requirements.

**Communicating:** Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

***The role involves communicating to people as follows:***

1. Using a variety of communication methods adapt personal style to meet customer needs. Regular communication with police officers and staff up to the rank of Supt.
2. Daily communication with other members of the Resource Management Department identifying opportunities to efficiently utilise staff across the force.
3. Analyse information, make decisions and provide audit trail which includes justification of decisions made.