



<b>Role title:</b>	Duty Management Unit Officer
<b>Grade &amp; salary:</b>	D (£18,531 - £22,833)
<b>Working hours/shift pattern:</b>	37 hours per week
<b>Additional allowances:</b>	
<b>Location:</b>	Wyatt's Way, Ripley, DE5 3SU
<b>Post reports to:</b>	Duty Management Unit Manager
<b>Suitable for job share or part time:</b>	Yes
<b>Other considerations (e.g. travel)</b>	
<b>Date last reviewed:</b>	2 <sup>nd</sup> April 2019

### Purpose and Description of Job Role:

The Duty Management Officer role is critical to help ensure we have the right people in the right place and time to deliver our daily business needs across the organisation. This is achieved by managing staffing levels, daily operational and training abstractions and the entitlements of all 3455 employees.

### Specific Roles and Responsibilities:

The main purpose of the role will be booking, updating and allocating officers to various training courses, including the updates on attendance and skills/results afterwards.

As part of this, the role may also involve researching, collating and compiling duty rosters for all Force members of staff using the ORACLE Duty Management System (DMS), ensuring high levels of accuracy at all times. This will involve monitoring and managing staffing levels for each section and highlighting and resolving any staffing issues, taking into consideration Police Regulations, Working Time Regulations and Police Staff Regulations.

The role requires taking personal responsibility and forward-thinking in identifying and formulating ways to improve inefficient working practices, along with the application of new shift patterns to suit specific areas of business by analysing data and interpreting shift pattern information.



## Skills & Experience Required:

### Essential:

- Good communication skills, both on the telephone and in person, using tact and diplomacy as necessary.
- The ability to work on your own initiative, prioritise tasks and be capable of adopting a flexible approach to working conditions
- Use problem solving skills and your own judgement to make decisions.
- Ability to accurately maintain records using administration skills and clerical systems
- Following policy guidelines and regulations, and working with minimal supervision.
- Being able to work under pressure in order to meet tight or sudden deadlines, as necessary.
- Experience using computers, Microsoft applications and good keyboard skills.

### Desirable:

- Knowledge of the complexities of shift systems and duty rostering.
- Working knowledge of Police Regulations, Working Time Regulations and employee conditions of service.

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## Personal Qualities:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

**Acting with Integrity:** Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

**Working with Others:** Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

**Problem Solving & Innovation:** Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

**Planning and Organising:** Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change

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and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

**Communicating & Influencing:** Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

**Personal Development:** Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

**Delivering Results:** Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

**Customer Focus:** Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

**Operational & Technical Awareness:** Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.

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