

JOB DESCRIPTION



Role title:	Performance & Demand Manager
Grade and salary:	Grade K - £35,307 - £42,597
Hours:	37 hours per week (Covering a 24 hours/ 7-day week shift pattern)
Department or Division:	Contact Management and Resolution Centre (CMARC)
Location:	Force Headquarters
Post reports to:	Contact Centre Manager
Suitable for job share or part-time:	Yes
Other considerations:	<p>Shift Allowance and Weekend Working</p> <p>The full-time role covers a 24-hour, 7-day week shift pattern attracting a 20% shift allowance and weekend hours payment.</p> <p>May include some travel in exceptional operational circumstances.</p> <p>All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.</p> <p>Due to vetting requirements, you must have five years continuous UK residency at the point of application, to be eligible to apply.</p>
Date last reviewed:	August 2022

PURPOSE AND DESCRIPTION OF JOB ROLE:

As part of the Senior Management team, you will be accountable for improving performance, standards and quality of service delivery of Contact and Dispatch services. Act as a key liaison for performance issues, leading, developing and motivating the team to drive continuous improvement, meet demand and exceed service level agreements.

SPECIFIC ROLES AND RESPONSIBILITIES:

People Management

Build and motivate a high performing team to support the overall effectiveness of the Contact Handlers and Dispatchers.

Delegate and empower the Supervisors to act and make their own decisions, with the knowledge that advice and support are available if needed.

Create a work environment and team culture working closely with Force Incident Managers that enables individuals to work to the best of their abilities.

Through leadership and direction of the Contact Centre Manager, work in collaboration with the departmental managers and supervision ensuring local planning and organising activity, setting team objectives that are linked to the Contact Management strategy.

Drive, monitor and measure team performance through the check-in process and other methods to proactively support, reward or challenge performance of the Contact Handlers and Dispatchers.

Coach and support the performance, personal development and wellbeing of the team, to help individuals realise their full potential; ensure your team are given regular and constructive feedback to support this. Link in with the Training team to support any gaps in knowledge.

Take an active interest in the health and wellbeing of your team, providing welfare support where appropriate and signposting individuals to relevant organisations and networks for further support and guidance as necessary.

Encourage teams to innovate in line with best practice at regional and national level and challenge the status quo with a focus on continuous improvement and maintaining high standards of service.

Operational

Utilise technology and available data to monitor and analyse demand to ensure the department is meeting demand and providing a high level of performance and quality of service.

Manage, support and develop teams within an open, fair and supportive environment, to ensure performance, quality assurance and service level agreement targets are achieved.

Manage and support teams to identify and manage risk to provide the appropriate resolutions to incidents, escalating where necessary.

Deliver strategic and departmental performance analysis, identifying trends, drawing inferences, conclusions and recommendations as appropriate to lead the department. Have an understanding and interpretation of demand and performance information in a local and national context.

Working alongside the Force Incident Managers and move staff around the department according to demand.

Liaising with the other Performance & Demand Managers in the department ensure consistency in approach and direction is maintained.

Ensure statutory obligations are met including the submission of annual data returns and supporting the Senior Management team with audits and inspection processes as well as supporting on the delivery of timely reports and presentations.

Assess and work collaboratively with the Force Incident Managers and other partner agencies as appropriate during critical or potentially major incidents to ensure the safety of all and contribute to the timely resolution of incidents.

Develop and manage quality assurance and crime data integrity processes to ensure compliance with local and national standards.

Respond positively to complaints from internal departments/staff and external customers to maintain and promote a positive image of the organisation and to identify areas for improvement. Highlight good news stories and share positive feedback within the department.

Benchmarking with other forces, sharing best practice regionally and/ or nationally, networking with counterparts in other forces.

Act in adherence to all other legal frameworks, key working principles, policies and guidance relevant to the role to maintain effective, secure and legal working practices.

SKILLS AND EXPERIENCE REQUIRED:

Essential:

- Educated to Level 6 (such as degree) and/or above or equivalent or relevant work experience working in a performance management environment.
- Experience of managing a busy contact handling work environment with proven ability to manage, drive performance and maintain a high quality of service.
- Demonstrate an ability to effectively communicate at varying levels.
- Experience of managing and development of staff. Able to develop and motivate a team and create a strong engagement of individuals with their personal and team objectives and with Force values, behaviours and strategic priorities.
- Experience of analysing and interpreting data to identify trends to put forward recommendations.
- Able to review and assess individual and team performance against expected standards, providing objective and effective feedback and ensuring corrective actions are taken where necessary.
- Able to plan and respond dynamically to allocate work within the team and identify and mitigate risks to service delivery.

Desirable:

- Experience of working in an emergency service environment.
 - Experience of working in a pressurised and reactive environment.
 - Knowledge of contact management operating procedures and graded response.
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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 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 and 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 and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

Communicating and 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 and 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.