



Job Description

CMD Operations Manager

Post Number:	B069
Grade /Scale:	PO37
Weekly Hours:	37 – Salary £39,183 - £42,597
Department:	CMD
Location:	Force Headquarters
Status:	Established
Responsible To:	Superintendent of CMD
Responsible for:	Active Resource Manager / Alarms Manager / 2 x Business and Portfolio Inspectors, PNC.
Job Role /Purpose:	The Operations Manager would be expected to ensure the contact center operations resources are managed and deliver to the required performance standards, being committed to delivering a great customer contact experience through a variety of customer contact channels which include; Phone, Email, Web/Live Chat, Video, Social, Correspondence.
Health and Safety:	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
Contacts:	Chief Officer Team / OPCC / CMD SLT / LPD/ CAID / Support Service (Analytical) / PSD / Corporate Services / Corporate Communications / Leicestershire Police Academy / EMCJS/ EMSOU/ IT & IT Comms. All police services across UK. Ambulance & Fire. Local authorities & Mayors, Home Office, HMICFRS, IOPC
Equality and Diversity	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people.

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

- Educated to degree level or demonstrate relevant experience operating at senior management level.

Work Experience

- Experience of public service contact handling, call centre or customer service environment at senior management level.
- Experience to motivate individuals and teams to improve performance.
- Experience of managing resources in a large contact centre environment at a senior management level.
- Experience of leading and developing individuals and teams.
- Experience of leading and delivering organisational change.
- A proven track record of delivering contact and customer service excellence at a level commensurate with the post.
- Experience of developing collaborative working relationships with internal and external partners and stakeholders at a senior management level.
- An ability to travel for business purposes, nationally, regionally and throughout the Leicestershire Police area. *

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria

Where available, elements that contribute to improved / immediate performance in the job.

Work Experience:

- Experience of budgetary control or managing departmental finances.
- Experience of using a Command-and-Control platform or be willing to undertake training.
- Experience of using a multi-channel contact platform, including, social and digital media or be willing to undertake training.

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Core Responsibilities/ Accountabilities

Operational:

- Oversee strategic performance delivery of the CMD.
- Oversee recruitment, succession planning, training and development for CMD Police Staff and Officers.
- Implementation of strategic direction and departmental change
- Attend CMD and LPD Leadership Meetings
- Deputise for the Head of CMD when required
- Attend & present updates at the monthly CMD Performance Meetings
- Regularly review working practices with a view to continual improvement.
- Work closely with regional counterparts & identify collaborative opportunities for contact handling.

- Represent the department at force, regional and national meetings.
- Work as part of CMD/LPD SLT and Public Contact Programme.
- Provide strategic oversight and work with HR to support Sick absence, Performance Management, Welfare and Wellbeing for the department.
- CMD Health and Safety / First Aid Lead

Communication:

- To hold regular one to one meetings with those you directly manage.
- Attend and present at CMD training & development events
- To act as single point of entry for contact related matters and advice.

Administration:

- Manage and maintain PDRs for staff under your responsibility
- Identify and recommend training priorities
- Monitor and manage the contact provision within the CMD budget.
- Manage & investigate complaints against police & service recovery
- Ensure all arrangements, activities, equipment, supervision, staff health, welfare & training are complied with in line with Health & Safety policies and legislation

General:

- Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people
- To uphold Code of Ethics and standards of professional behaviour
- Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.
- This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities

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Personal Values /Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non- policing roles see here : [Competency and Values framework](#)

We analyse critically
We are innovative and open-minded
We are emotionally aware
We take ownership
We are collaborative
We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

Integrity
Impartiality
Transparency
Public Service

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

Management Vetting (MV)

Security Check (SC)

Due to vetting requirements, all candidates must have five years continuous UK residency at the point of application, to be eligible to apply.
