PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner: AD Organisational Development and Learning

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Planning and Programming Officer
Generic Role Profile:	Business Support
Salary Band:	Band C Lower (Grade 4)
Operational / Non Operational Role	Non operational
Vetting Level:	
Reporting to:	Planning and Programming Team Leader
Specific Role Purpose:	To work with the Planning and Programming Team Leader in providing an effective learning and development service throughout West Midlands Police.
Key Responsibilities:	• Plan and create events using relevant computer systems to facilitate necessary learning, e.g. Learning and Development Planner (LDP). • Manage the allocation of course places in line with Force requirements. • Produce yearly plans in line with L&D delivery strategy. • Allocate appropriate resources to planned learning and development events using supported systems • To allocate, book and monitor enrolments within their area of responsibility and update abstractions on the duty management system • Once planned take responsibility for all courses to ensure all resources are booked and all courses are viable to run with full enrolments to achieve maximum efficiency. • To assist audits to ensure high standards of customer service. • Ensure records are maintained and relevant systems are updated

	accurately and in a timely manner to ensure organisational resilience and to enable management information to be provided. • To work collaboratively with other planners, Planning and Programming Advisors and delivery teams to support effective and efficient planning activities and the achievement of team and organisational objectives. • Liaise with external forces where appropriate. • Attend meetings with internal and external stakeholders and Subject Matter Experts as appropriate to agree training delivery plans. • Under the direction of the Planning and Programming Team Leader, to act as a representative for the Planning & Programming team on workshops, forums or meetings as appropriate. • Validate and allocate registrations, and provide administrative support for national examinations as required. • Where further services are required, refer the issue promptly to their supervisor in accordance with the recognised procedure. • Promote equality, diversity and human rights within the workplace ensuring that individual or groups are not disadvantaged or discriminated against. • Ensure that the working environment is safe for the individual and others. • Undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.

SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience *This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.*	
Essential:	- Must be computer literate - Excellent IT skills in windows based operations including: word, excel, PowerPoint Ability to use searching tools. - Collate, analyse and update data. •
Desirable:	- Customer service experience - Previous experience of working in a planning role - Ability to use relevant areas of LDP (Learning and Development Plan), Black Board, CX Portal, Mytime
Skills *This section should detail the competency requirement which could be developed through non formal training. e.g. effective time management, influencing and negotiating, effective communication including written and*	

verbal. *Refer to skills database for core operational skills*	
Essential:	- Excellent communication skills including verbal and written - Excellent Interpersonal and organisational skills. - Ability to prioritise work load and work to tight dealines - Ability to problem solve - Ability to develop effective working relationships
Desirable:	

Hours of Work and Flexibility:	Monday to Friday 08:00 – 16:00 however part of the flexible working scheme
Agile Work Style: (if applicable)	Yes

Restriction Level:	