



Role Profile

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Workforce Planning Manager
Generic Role Profile:	Business Support
Salary Band:	Grade 9
Operational / Non Operational Role	Non Operational
Vetting Level:	MV Level
Reporting Arrangements/Special Conditions	Reports to the Workforce Planning and Recruitment Strategic Lead Permanent Based at Lloyd House
Specific Role Purpose:	To be the force SME for workforce planning, leading the design of the strategy and WFP agenda to ensure delivery of force optimisation. Manage the workforce planning team and processes. Manage effective resourcing delivery and strategy engaging with senior leaders to encourage and develop proactive approach and outlook Monitor and evaluate effectiveness of workforce planning initiatives and governance to inform the commissioning of new interventions via workforce metrics and data
Key Responsibilities:	• Delivery of workforce planning services that are efficient, effective, responsive and customer facing, enabling high quality operational policing services to be delivered to the public of the West Midlands • Support the management, planning, development, implementation and review of the WMP People Strategy in line with the Force Vision and Values. • Ensure business plans, including business continuity plans, policies, and procedures are maintained for all Workforce Planning processes. • Manage and deliver service levels, ensuring focus on high performance and personal accountability of self and team • Ensure that all activity in the function reflects and supports the broader H.R. delivery. Negotiating with stakeholders where required.

	• Contributing to Workforce strategy design and planning initiative as required, leading on workforce optimisation and shift design to ensure the force can meet its operational requirements • Identify, assess, manage and mitigate risk ensuring that compliance and or reputational issues are reported to People Services SLT and in accordance with force process. • Responsible for the day to day management and supervision of the force level workforce plan, tracking ongoing workforce demand. • Leading medium to long term planning and strategic assessment of the forces ability to meet the complex needs of operational delivery • Support the Workforce Planning and Recruitment Strategic Lead to deliver of the workforce planning strategy, including a varied format of interventions to address resources and skills challenges in the Force • Ensure the efficient and effective application of the organisational workforce strategy and plan. Assisting the Workforce Planning and Recruitment Strategic Lead on appropriate advice and action to address risks or issues emerging • Utilising data driven insights make recommendations which balance both operational need and budgetary requirements to deliver an operationally resilient workforce • Ensure that all workforce planning processes are effective, transparent, user friendly and supportive of customer requirements. • Coach and support team, developing skills, expertise and confidence celebrating and promoting success and achievement. Provide timely and regular feedback, including annual individual performance reviews ensuring the ongoing continuous professional development. • In collaboration with Recruitment and Selection Manager take responsibility for the HR Admin team • Influence stakeholders and make recommendations on Force recruitment and promotion requirements that will deliver solutions to address the workforce demand • Contribute to the ongoing review of people services policies to improve effectiveness.
Contacts internal and external	Regular contact with senior police officers and staff.

Knowledge & Experience	
Essential:	Minimum 3 years experience of managing workforce planning within a large complex organisation In depth knowledge of resourcing practices, workforce planning theory and application and their contribution to business success Excellent communication skills both verbal and written with the ability to manage and partner with key stakeholders at all levels of an organisation. Excellent report writing, presentation and business case skills High level of awareness of diversity issues appropriate to this role Working knowledge and experience of using reporting tools e.g. Business Objects, Discoverer, OTBI, Crystal reports, Qlik Working knowledge of statistical approaches to analysing, forecasting and modelling data
Desirable:	Previous experience of working within Policing or a Blue Light/ public sector organisation. Experience in the design of resourcing initiatives at a strategic and operational level Managing a team in the successful delivery of a People Strategy Senior management in a values led organisation
Personal Qualities and Skills	Excellent interpersonal and customer relationship skills Creative Collaborative and Influential Passionate Effective communicator both written and verbal Successfully managing through others Ability to assess and assimilate complex situations and information in order to provide a range of solutions and options
Competencies	Decisive thinker; Skilled influencer; Personally credible Driven to deliver; Customer focus Strategic thinking

	Problem solving and decision making Planning and organising Results focus Collaboration/building relationships Communication
Education and Qualifications	MCIPD or equivalent, relevant professional qualification in a H.R, Business studies or Management related discipline relevant to the post or evidence of significant experience.
Hours of Work and Flexibility:	The post is full time based on a 36.5 hour week Monday to Friday, however the post holder will be required to: To be flexible and to work such additional hours that may be required for the efficient and effective delivery of the People Services function. Attend evening and other out-of-hour meetings as required. There may be a requirement at times to travel to other locations within the Force area
Agile Work Style	Agile/Hot desk based at Lloyd House

Note:

Whilst reflecting the principal responsibilities of the role at the date of appointment the role profile may be reviewed periodically in conjunction with the post holder to reflect changes as appropriate.