Role Profile

Role Profile Part 1			
Role title	Resource Co-Ordinator	**Grade/Rank**	Scale 5
Dept/Area	Corporate Insights, Resource Management	**Vetting Level**	RV
Responsible to	Resource Manager	**Staff line managed**	none
Reviewed by (Line Manager)	Hollie Foreman	**Date**	06/06/2025
Purpose of Job	To centrally manage force resources against tasking and demand to obtain operational resilience.		
Key Accountabilities	1. To coordinate resources across commands demonstrating professionalism and resilience in decision making 2. To have a comprehensive knowledge of force policies and procedures including Working Time Regulations, Police Regulations and Police Staff Terms and Conditions. Maintaining personal responsibility for updates in legislation and working practices. Provide subject matter advice to both Police Staff and Police Officers, taking into consideration the individual's wellbeing in order to meet operational demand 3. Identify resourcing shortfalls and areas where abstraction levels compromise operational resilience and force capability 4. Have the ability to identify and problem solve the best option when resolving a resourcing issue 5. To remain objective and professional at all times when communicating at all levels across the organisation both verbally and in writing. 6. Demonstrate and be responsible for maintaining accurate records across multiple data bases. 7. The post holder must be capable of working without direct supervision and capable of managing sensitive and confidential information appropriately. 8. The postholder will address time bank issues for both police staff and police officers to be in compliance with Standard Operating Procedures and Force Policies and Procedures		

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	9. To make best use of resources balanced against financial implications across the force, taking into account protocols within the Standing Operating Procedures 10. The post holder will be expected to manage planned abstractions to a level that does not compromise operational force resilience to include court warnings, training and events 11. The post holder will be working with other teams and departments to manage conflicting demands across the force. This may involve attending meetings with other departments/stakeholders. 12. To give regular and effective service Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire and Isle of Wight Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.
Additional Requirements	May be asked to carry out fire warden duties to meet required standards if required. Applicants to this role can be enrolled onto an apprenticeship programme. Apprenticeship applicants need no specific experience of working in this area of business to undertake the apprenticeship. Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role.

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Role Profile Part 2	
Education/Qualifications	**Essential:** • Educated to QCF Level 2 (5 passes) OR work experience deemed to have brought the postholder to a comparable level. • Formal keyboard qualification to RSA II level or relevant work experience. **Desirable:** Educated to QCF Level 3, RSA III Typing **Apprenticeship Route:** • Applicants need no qualifications to be accepted onto the Apprenticeship Programme (Customer Service Specialist) • English and Maths at QCF Level 2 is a requirement of apprenticeship completion, those who don't already have this you will be supported to achieve the required standard as part of the apprenticeship programme. • Apprentices will receive full training to achieve the apprenticeship standard which is funded by the apprenticeship levy.
Experience and Skills	**Essential:** • Previous administrative experience in a busy office environment where the post holder will have shown proven organisational skills, capable of managing demanding workloads. • Must be able to prioritise work. • a competent keyboard user, computer literate in a range of IT packages including Microsoft 'Office' particularly Word and Excel. **Desirable**:

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	• Previous experience in Customer Service • Previous experience in managing resources.		
Approved by People Services	Hannah Young	**Date**	19/3/2010

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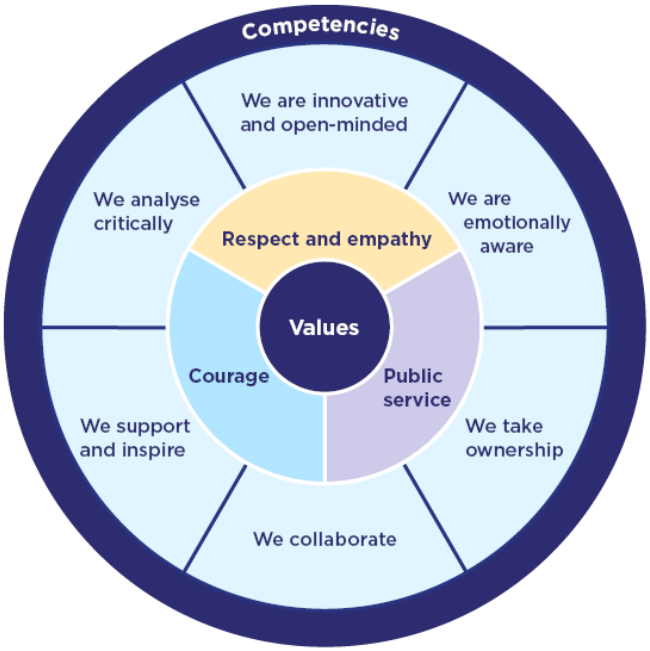
<table>
<tr><th colspan="4">Role Profile Part 3</th></tr>
<tr><td rowspan="8">Competencies</td><td colspan="3">All roles are expected to know, understand and act within the ethics and values of the Police Service.</td></tr>
<tr><td><u>We are Emotionally Aware</u></td><td>Level 1</td><td rowspan="9"> 
</td></tr>
<tr><td><u>We Take Ownership</u></td><td>Level 1</td></tr>
<tr><td><u>We are collaborative</u></td><td>Level 1</td></tr>
<tr><td><u>We Support and Inspire</u></td><td>Level 1</td></tr>
<tr><td><u>We Analyse Critically</u></td><td>Level 1</td></tr>
<tr><td><u>We are Innovative and Open Minded</u></td><td>N/A</td></tr>
<tr><td rowspan="3">Underpinning Values</td><td colspan="2"><u>Courage</u></td></tr>
<tr><td colspan="2"><u>Respect and Empathy</u></td></tr>
<tr><td colspan="2"><u>Public Service</u></td></tr>
<tr><td>Initial Development Skills for new to role period</td><td colspan="3">All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required</td></tr>
<tr><td>Continuing Professional Development</td><td colspan="3">Courses and Conferences should be attended to benefit professional learning and development.</td></tr>
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