



<b>Role Title</b>	Business and Service Delivery Manager	<b>Reporting to</b>	Head of Pol-Ed
<b>Section</b>	Corporate Services	<b>District/Department</b>	Pol-Ed
<b>Tenure</b>	Temporary	<b>Rank/Grade</b>	POB

### Part A – JOB DESCRIPTION

<b>Overall purpose of role</b>	To direct and manage business and service delivery of Pol-Ed, ensuring building the Pol-Ed brand and supporting tactical delivery.
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<b>Key outputs for role –</b>	
1.	Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.
2.	Proactively manage the performance, attendance and wellbeing of police officers and police staff against the required standards to ensure they are dealt with and supported in accordance with the correct policies and procedures.
3.	Assist the Head of Pol-Ed on strategic direction, assist in setting and implementing the objectives and performance measures to be achieved and deputise for the Head of Pol-Ed when necessary. Responsible for the income generation of Pol-Ed to ensure it is able to achieve its objectives.
4.	Manage and coordinate all Pol-Ed business activities, writing business cases and plans, planning cycles, contracts, service level agreements, Memorandums of Understanding (MOU) and any other documentation as required.
5.	Lead, manage and coordinate delivery of IT services to enable Pol-Ed to fulfil the needs of its customers nationally, across the infrastructure, to ensure appropriate levels of security, quality, performance and innovation.
6.	Lead, manage and coordinate all of Pol-Ed's national marketing activities to maintain Pol-Ed's position in the marketplace, including identification of opportunities for expansion and/or greater efficiency. To have overall responsibility for the marketing budget.
7.	Manage overall customer service and relationships with key customers and stakeholders to ensure that Pol-Ed is meeting customers' needs.
8.	Create and manage effective national communication strategies across the Education, Children and Young persons sectors and present relevant information to the Head of Pol-Ed as appropriate. Evaluate the success of key communication strategy messages and seek out new opportunities through identified trends.
9.	Oversee all events and exhibitions attended or hosted by Pol-Ed and to secure sponsorship, as agreed with the Head of Pol-Ed.
10.	Direct delivery of activities that engage in the positive promotion and sales of Pol-Ed products and services through a variety of targeted marketing and social media campaigns. Promote the professional image and improve the market position of Pol-Ed across the Education, Children and Young persons sectors.
11.	Flexible approach to working within a dynamic and changing environment, provide appropriate support necessary to enable Pol-Ed to fulfil its objectives commensurate with role.

**Dimensions** (Financial/Statistical/Mandates/Constraints/No. of direct reports)

- Be responsible for income generation and to be accountable for the marketing budget.
- Responsibility of direct reports for a minimum of 2 members of staff, plus 5 contractors (c.2023) and for recruitment and selection processes.
- Be responsible to the Head of Pol-Ed for business development and IT service delivery.
- Undertake and lead short, medium and long term projects.

**Work/Business contacts**

**Internal:** ACO, Head of Pol-Ed and all ranks of Officers and Staff.

**External:** Chief Constables, Mayors, Deputy Mayors, PCCs and staff, public / private sector Senior Executives, College of Policing, NPCC, Police Officers, and Support Staff from other Forces, HMICFRS, Home Office, ACPO, CPS, local authorities, educational bodies and the private sector at all levels.

**Expertise in Role Required (At selection - Level 1)****Essential or Desirable**

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|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| • A degree or equivalent recognised formal qualification in a related business / education area and/or similar significant relevant experience. | Essential |
| • Experience in people management.                                                                                                              | Essential |
| • Proven experience to demonstrate innovation and vision.                                                                                       | Essential |
| • Experience of business development for example marketing, contractual arrangements and procurement matters.                                   | Essential |
| • Excellent literacy, writing business reports and communication skills, both written and verbal.                                               | Essential |
| • Experience of financial and budget management.                                                                                                | Essential |
| • Good IT skills and ability to use MS Office software such as Word, Excel and Outlook.                                                         | Essential |
| • Experience of project management.                                                                                                             | Desirable |

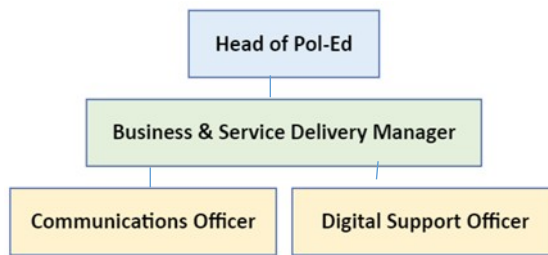
**Other (Physical, mobility, local conditions)**

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|------------------------------------------------------------------------------------------------------|-----------|
| • Able to travel and attend events nationally as required.                                           | Essential |
| • Has a full current UK/European Driving Licence or has the ability to travel for business purposes. | Desirable |
| • Has access to a motor vehicle and is prepared to use it for business purposes.                     | Desirable |

**Expertise in Role - After initial development - Level 2**

- Thorough knowledge of Pol-Ed business functions, products and services.
- Good achievements against performance measures.
- Assist with the preparation of the development of Pol-Ed's business including planning process and forecast.
- Proficient in IT service delivery and customer service delivery.
- Knowledge of financial and budget management.

## Structure



## PART B – COMPETENCIES & VALUES

### Competency and Values Framework –

[http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing\\_4.11.16.pdf](http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf)

Level 2 - Supervisor/Middle Manager.

## PART C - DEVELOPMENT OF ROLE

### Expertise in Role (Advanced - Level 3)

## PART D - ACCESS & VETTING

<b>Standard IT Access</b>	Default
<b>Police Building (Perimeter and Zone access)</b>	Perimeter Access to buildings where based
<b>Vetting Level</b>	Management Vetting
<b>Date accepted as a role profile</b>	17 <sup>th</sup> May 2023