Performance and Support Supervisor

Grade C

Role Purpose

This role is responsible for the day-to-day supervision of the Performance and Support Team, that provides business and administrative support to the People and Organisational Development (POD) department and the wider force. The role is critical in supporting the teams that develop and maintain the culture, skills and competencies needed to provide an outstanding service to the public.

Key Accountabilities

- Supervise the administrative support processes and functions required to operate POD including requisitions/ purchase order processes, Organisational Development and Learning (ODL) delivery planning, student support and maintenance of records using relevant systems.
- Ensure excellent customer service is provided by the support team.
- Ensure business support processes meet required quality standards including financial regulations.
- Provide oversight of training planning and delivery processes ensuring smooth delivery of training programmes and events, including IT and classroom/ venue set up.
- Manage data quality, ensuring data is accurate and recorded appropriately and where relevant according to required policy/ standards.
- Ensure administrative and business support processes are high quality and efficient, identifying where improvements are required.
- Identify risks/ issues to learning and development delivery and/ or quality so that they can be dealt with as quickly as possible.
- Co-ordinate support to relevant Corporate Boards and POD meetings.
- Drive system optimisation, ensuring our systems are fit for purpose and used effectively, identifying risks and opportunities and escalating these appropriately.

Behaviours

- We are emotionally aware Level 2
- We take ownership Level 2
- We are collaborative Level 1
- We deliver, support and inspire Level 2
- We analyse critically Level 1
- We are innovative and open-minded Level 1

Values:

- Impartiality
- Integrity
- Public Service
- Transparency

Skills:

- Able to use relevant systems to manage POD business processes.
- Able to supervise the planning of ODL activity and resources, using relevant IT systems and digital platforms.
- Able to work with stakeholders through effective communication that enables their support needs to be met.
- Able to identify opportunities for quality and/or efficiency improvements through review and implementation of administrative/ business support processes.

Education and Experience:

- Experience in supervising an administrative/ business support role.

Continuing Professional Development (CPD)

- Maintain understanding of POD priorities and how these link to own work.
- Maintain professional performance/ business management skills including keeping up-to-date with new developments in standards, policy and practice.