

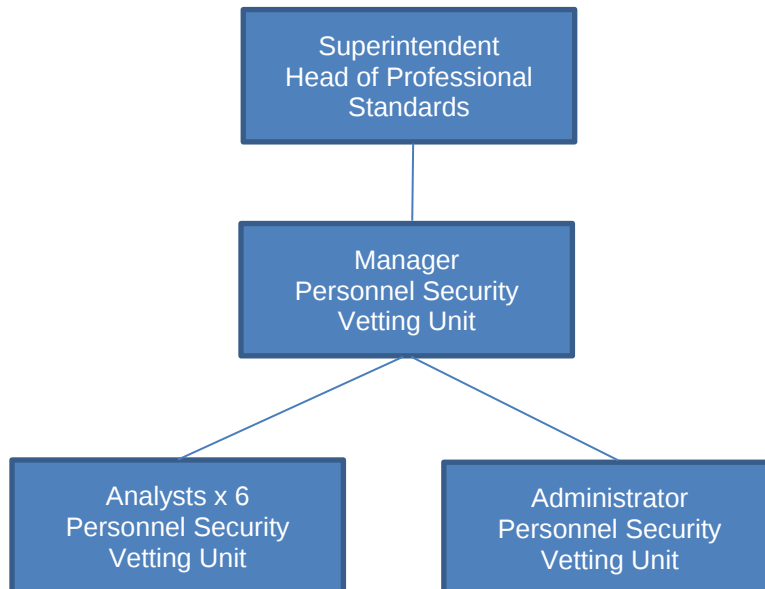
WILTSHIRE POLICE

Personnel Security Vetting Unit Manager



Post Title: Personnel Security Vetting Unit Manager	Department: Professional Standards
Post Number:	Work Location: Devizes, Headquarters / ability to WFH
Grade: W9	Security Vetting Level: MV/SC
Responsible to: Supt, Head of Professional Standards	Date: August 2020

Reporting Structure:



Personnel Security Vetting Unit Manager

Job Purpose

To actively manage the delivery output of from the Personnel Security Vetting Unit (PSVU) in order to achieve and maintain a consistent high level of customer service both internally and externally.

The post holder will have line management responsibility for the PSVU, this includes the Vetting Analysts and the Administrator and will report directly to the Superintendent of PSD.

They will be responsible for maintaining operational output and service level agreements that has an impact on staff and performance objectives and will be required to problem solve and seek solutions in order to support transactional activity.

Main Responsibilities

1. **Leadership of staff** - Manage teams, in the day to day operations of the PSVU. Conduct timely probation reports, PDR's and 1:1's in accordance with force objectives, whilst regularly updating appraisal entries for staff. Develop staff through the use of regular training, coaching and feedback sessions, so they are able to carry out their role responsibilities and achieve their Service Level Agreements. Effectively monitor, develop and manage the performance of staff and take appropriate action to support any welfare issues or performance concerns.
2. **Performance Data/ Quality control** - Responsible for the customer experience of the PSVU supporting the team to deliver high levels of customer satisfaction. Embracing and maintaining a collaborative culture to include all South West force vetting teams to aid and develop continual improvement. Identifying when process changes need to occur in order to maximise efficiency and improvement in the service delivery of the PSVU.

Develop and undertake performance data and management information. Understand and prepare accurate information in order to identify incident/ task priority and to effectively deploy resources.

3. **Technical Expertise** – To have a high level of working technical expertise and knowledge of systems which are utilised within the working environment as well as relevant working practices and procedures. To be the Force vetting expert, dealing with all escalations and decision making.
4. **Health and Safety** - Continually monitor working environment and practices and where applicable resolve problems. This may include dealing with health and safety issues of other services and stakeholders.

Dimensions

Financial

The allocation and monitoring of staff overtime, Flexi time and Annual Leave
The authorisation of incidental expenses, e.g. travelling.

Non-Financial

Post holder has shared responsibility to ensure that current targets set for PSVU are achieved and that quality of service standards required by the Force are delivered.

Person Specification **Personnel Security Vetting Unit Manager**

Attributes	On Appointment	Criteria
Qualifications:	Minimum of 5 GCSE's (A* to C grades) to include English and Maths or equivalent	Desirable
	Experience within the vetting arena	Essential
Experience:	Experience of dealing directly with the public.	Essential
	Strong Leadership skills and experience of managing a diverse team.	Essential
	Experience of developing staff from practical elements and also from a Coaching and Mentoring perspective.	Essential
	Experience of self-management and working with minimum supervision.	Essential
	Experience of working under pressure within in a busy working environment.	Essential
	Experience of working in a busy and diverse customer service environment.	Essential
	Experience of producing and presenting management reports and working in a performance driven work environment.	Desirable
	Plan and prioritise ever changing workloads calmly and professionally to ensure all required deadlines are regularly achieved.	Essential
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Skills:	Competent in the use of Microsoft Word, Outlook and Excel.	Desirable
	Ability to absorb a large and diverse number of tasks – post holder is required to assimilate a large amount of knowledge, involving the technical and operation aspect of systems, the geographical and operational structure of the Force.	Essential
	Excellent interpersonal skills.	Essential
	Good telephone manner particularly in relation to customer service.	Essential
	Ability to develop staff.	Essential
	Ability to demonstrate problem solving skills.	Essential
	Ability to demonstrate decision making skills.	Essential
	Ability to demonstrate sound judgement.	Essential
	Ability to deal with conflict.	Essential
	Able to work alone or as part of a team.	Essential
	Ability to achieve high standards.	Essential
	Ability to use initiative and display creativity.	Essential
	Effective communication skills – verbal, written and listening.	Essential
	Ability to cope with pressure.	Essential
	Ability to receive, assimilate and pass on information received by various means.	Essential
Knowledge:	General awareness of equality and diversity issues in the working environment.	Essential
	Awareness of workplace health & safety issues.	Desirable
	Understanding of confidentiality and Data Protection/Freedom of Information issues.	Essential
	Basic law knowledge.	Desirable

Attributes	After Training
Qualifications:	
Experience:	Experienced in management functions.
Skills:	Ability to use a range of Force IT systems. Able to use the Force IT systems, namely Origin, GRS, Centurion, Core-Vet. People Services Direct, Outlook. Ability to recognise stress in self and others. Ability to manage staffing levels to meet demand. Ability to develop and adapt to changing working practices in order to meet the demands of Wiltshire Police, new legislation or new policies introduced within the Force.
Knowledge:	A better understanding of the importance of customer service, working in a performance driven work environment and how this links to the Force Values and Behaviours. Understanding of the role of other stakeholders both internally and externally. Knowledge of the Police Staff Handbook and relevant Human Resources Policy. Understanding of your responsibility under Equal Opportunities and the way in which your role and the organisation may impact on minority and more vulnerable communities within Wiltshire. Greater understanding of relevant health & safety issues within your working environment. Understanding of the impact of the Human Rights Act on the organisation and the role that you undertake. Greater understanding of Data Protection and Freedom of Information issues within your working environment.

Other Information

Personnel Security Vetting Unit Manager

Wiltshire Police provides a 24 hour 7 day a week service therefore applicants should be prepared to be flexible in their approach to working hours in accordance with the Police Staff Council Handbook.

The post holder should have access to a vehicle or be able to make alternative arrangements to meet the requirements of the post.

Where applicable the post holder will be expected to wear a uniform at all times when on duty.

You will be required to attend all necessary and relevant training courses in respect of your employment to ensure compliance with the policies of the Force.

Wiltshire Police is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

USERS - MoPI (Management of Police Information);

Share information where appropriate with community partners and other agencies, paying regard to force procedures for recording such sharing. Ensure information recorded is relevant, accurate and adequate, meets legal requirements and data quality standards.

SUPERVISORS - MoPI (Management of Police Information);

Ensure staff understand the importance of recording relevant information in an accurate and timely way. Conduct regular sampling of information to ensure compliance with legal, procedural and quality requirements and provide feedback to staff. Ensure staff understand force procedures for the sharing of information with partners and that processes are in place to monitor sharing decisions.