

Office of the Police & Crime Commissioner (OPCC)

JOB DESCRIPTION

Job Title	Standards & Scrutiny Manager
Service Unit	OPCC
Team	OPCC Corporate Services
Responsible to	Assistant Chief Executive
Salary Range	PO 4-8
Vetting Status	MV

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Job Context

The Police & Crime Commissioner (PCC) appoints statutory and non-statutory officers to the Office of the Police & Crime Commissioner to ensure that the powers and duties of the PCC are carried out efficiently and effectively. Alongside the PCC, the Office of the Police and Crime Commissioner (OPCC) ensures that the Commissioner's strategic programme for policing and crime is carried into effect – providing, commissioning and overseeing services which meet the objectives, priorities and outcomes set out in the Police & Crime Plan.

The OPCC ensures that the PCC has full executive and professional support in carrying out his or her duties and responsibilities comprehensively and lawfully. OPCC staff report to the Chief Executive as Head of Paid Service. In addition to providing and supporting the roles of Monitoring Officer and Chief Finance Officer, the OPCC undertakes a wide range of functions of the PCC via a scheme of delegated powers, supporting and as necessary representing the PCC in carrying out all aspects of his or her public, service provision, scrutiny and governance roles.

Job Purpose

To provide professional, executive support to the PCC in driving continuous improvement across the police force in standards and performance;

To ensure that the PCC's standards agenda is delivered;

To work with the Commissioner and his senior managers to design, configure, deliver, evaluate and review

- The scrutiny programme by which the Commissioner holds Cleveland Police to account; and
- The ethics, standards and performance work of the OPCC;

To perform the OPCC link role with HMIC and other statutory inspectorates as appropriate;

To work across with the OPCC as part of the PCC Corporate Services structure to ensure that the scrutiny programme includes and complements the grant and contract management of commissioned services;

To manage and develop the Complaints Resolution function in conjunction with Cleveland Police Professional Standards Department;

To assist the Monitoring Officer and Deputy Monitoring Officer in the exercise of their functions;

Principal Duties & Responsibilities

To take management responsibility for the Commissioner's programme of scrutiny and to ensure that it is both comprehensive in breadth and depth, as well as proportionate in its demands upon policing and other agencies;

To lead and oversee specific performance, standards and scrutiny work and projects;

To take forward the Commissioner's standards and ethics programme and to work closely with the Chief Executive to ensure that the role of Monitoring Officer plays a key role across both corporate bodies in driving continuous improvement in standards and ethics and in the management of risk;

To engage directly with Cleveland Police at all levels, in the performance of the role;

To undertake the lead role in OPCC engagement with - and responding to – Her Majesty's Inspectorate of Constabulary (HMIC) and other Inspectorates as appropriate;

To support the Monitoring Officer and Deputy Monitoring Officer in engagement with the ethics and standards work of Cleveland Police;

To undertake a management role including the management, motivation and development of the Commissioner's Officer for Scrutiny and Policy and (in conjunction with Cleveland Police Professional Standards) the Complaints Resolution Team;

To manage and continuously develop the PCC Independent Custody Visitor arrangements;

To ensure that (by executive work on the part of the post-holder and the team led by this role) the PCC has full support to undertake robust and comprehensive scrutiny.

To play a lead role in OPCC thematic and working groups;

To represent and make decisions on behalf of the PCC in performance, scrutiny and standards matters as required and in other settings as necessary.

Additional Information

With the exception of any Deputy appointed by a PCC, staff within an OPCC must not undertake political work but are required to operate in a way which is sensitive to and fully informed by the local, regional and national policy context in which the PCC's policing, community safety, public protection and criminal justice responsibilities operate.

The OPCC is required to undertake its role in a way which is agile and responsive to the public interest, to the direct accountability of the PCC to the public as well as to the supportive oversight and scrutiny of the Police & Crime Panel and independent audit committee arrangements. Alongside the PCC, the OPCC undertakes its roles by direct engagement with police and public, private and third sector partner agencies at all levels, with local and national government and with the public.

Note

The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post

All employees are to comply with confidentiality and principles laid down in the Data Protection Act (DPA) and the Management of Police Information (MOPi).

All post holders to comply with health and safety legislation.

All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police and the OPCC.

PERSON SPECIFICATION

The information on the table below will be used to ascertain if a candidate meets the required criteria to be selected for interview. Some posts may also require candidates to undertake a pre interview assessment. If required this will be clearly identified in the job advert and supporting paperwork.

	Essential knowledge, skills and experience	Desirable knowledge, skills and experience
Knowledge / qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent qualification or possess significant demonstrable experience commensurate with the role. • Knowledge of public sector ethical frameworks. 	<ul style="list-style-type: none"> • Knowledge of public sector partnership working. • Experience of police and wider public sector overview and scrutiny • Experience and knowledge of police ethics, complaints, conduct and regulation.
Experience	<ul style="list-style-type: none"> • Experience of working with partners in a public service environment • Experience of performance management and performance scrutiny within a large and complex organisation • Experience of active involvement in working groups, requiring agenda setting, research, preparation and presentation of reports 	<ul style="list-style-type: none"> • Experience in the police sector • Experience of working with statutory inspectorates. • Experience of team management and motivation
Skills / abilities	<ul style="list-style-type: none"> • The ability to work on own initiative and self-motivate • The ability to prioritise and manage multiple work streams • Excellent interpersonal and communication skills • The ability to lead - and play a key role as part of - a team • High level analytical skills with the desire to ask difficult questions; be tenacious and recommend service improvements • Actively seeks to find solutions to problems • Ability to work accurately under pressure to tight deadlines 	<ul style="list-style-type: none"> • Business process skills • Project/programme management skills. • Proficient in Microsoft Word, Excel and PowerPoint
Other	<ul style="list-style-type: none"> • Highest standards of integrity and probity • To comply with and promote the organisations Equal Opportunities Policy 	

All applicants who identify themselves on the relevant section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview, should they request one by ticking the relevant box on the application form.

Policing Professional Framework
Middle Manager (Inspector / Chief inspector and Police Staff Middle Manager)

The list below is the personal qualities that candidates will be measured on at interview.
The qualities are adapted from the Policing Professional Framework.

Personal Qualities	Behavioural indicators
Serving the Public	Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Ensures that all staff understands the expectations, changing needs and concerns of different communities, and strive to address them. Builds public confidence by actively engaging with different communities, partners and stakeholders. Identifies the best way to deliver services to different communities. Understands partners' perspectives and priorities, and works co-operatively with them to deliver the best possible overall service to the public.
Leading Change	Positive about change, adapting to changing circumstances and encouraging flexibility in others. Identifies and implements improvements to service delivery, engaging people in the change process and encouraging them to contribute ideas. Finds more cost-effective ways to do things, taking an innovative approach to solving problems and considers radical alternatives. Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge.
Leading People	Inspires people to meet challenging goals, maintaining the momentum of change. Gives direction and states expectations clearly. Talks positively about policing, creating enthusiasm and commitment. Motivates staff by giving genuine praise, highlighting success and recognising good performance. Gives honest and constructive feedback to help people understand their strengths and weaknesses. Invests time in developing people by coaching and mentoring them, providing developmental opportunities and encouraging staff to take on new responsibilities.
Managing Performance	Translates strategy into specific plans and actions, effectively managing competing priorities with available resources. Takes a planned and organised approach to achieving objectives, defining clear timescales and outcomes. Identifies opportunities to reduce costs and ensure maximum value for money is achieved. Demonstrates forward thinking, anticipating and dealing with issues before they occur. Delegates responsibilities appropriately and empowers others to make decisions. Monitors progress and holds people to account for delivery, highlighting good practice and effectively addressing underperformance.
Professionalism	Acts with integrity, in line with the values and ethical standards of the Police Service. Acts on own initiative to address issues, showing energy and determination to get things done. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and challenging situations. Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to make unpopular decisions or take control when required.
Decision Making	Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options, evaluating evidence and seeking advice where appropriate. Makes clear, timely, justifiable decisions, reviewing these as necessary. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.
Working with Others	Builds effective working relationships with people through clear communication and a collaborative approach. Maintains visibility by regularly interacting and talking with people. Consults widely and involves people in decision-making, speaking to people in a way they understand and can engage with. Treats people with respect and dignity regardless of their background or circumstances, promoting equality and the elimination of discrimination. Treats people as individuals, showing tact, empathy and compassion. Sells ideas convincingly, setting out the benefits of a particular approach, and striving to reach mutually beneficial solutions. Expresses own views positively and constructively, and fully commits to team decisions.

