**AVON & SOMERSET OFFICE OF POLICE & CRIME COMMISSIONER**

# Job Description

**JOB TITLE:** Senior Scrutiny and Assurance Manager

**REPORTS TO:** Director of Performance and Accountability

**MANAGES:** Scrutiny and Assurance Managers

**LOCATION:** Office of the Police & Crime Commissioner (OPCC)

**SALARY:** £41,517 - £49,134 (Spinal point 36 to 43)

**TERM:** Permanent

**Main Purpose of the role:**

To support the Police and Crime Commissioner in holding the force to account in their

provision of an effective and efficient police service, through scrutiny and assurance

activity.

To manage a high quality, customer focussed service to members of the public contacting the PCC.

To support the PCC in discharging their statutory functions as identified in legislation, including regarding complaints, FoI and DSAR and Misconduct Hearings and Police Appeals Tribunals.

**Main responsibilities:**

* Support the PCC in their statutory duties to hold the force to account, including for their handling of complaints.
* Liaise with the IOPC in the management of complaints and ensure compliance with regulations and guidance.
* Work with Professional Standards leads and the Independent Office for Police Conduct to scrutinise the handling of police complaints and conduct matters.
* Manage complaints against the Chief Constable, advising and supporting the Chief of Staff.
* Manage the conduct regime for PCC and Deputy PCC, liaising with the Police and Crime Panel.
* Line manage the Scrutiny and Assurance Managers, ensuring they have clear objectives and are supported to meet these, including through coaching. Demonstrate the OPCC values.
* Work with Scrutiny and Assurance Managers to provide a high quality and customer focussed approach to statutory duties in the office – including Freedom of Information Requests, Subject Access Requests, Police Appeal Tribunals, Pension Forfeiture and the Independent Custody Visitor Scheme.
* Work with Scrutiny and Assurance Managers and ASP to provide a high quality and customer focussed response to these requests and other correspondence from members of the public or local, regional or national bodies.
* Support the Director of Performance and Accountability to ensure public contact is managed effectively and efficiently, making full use of digital tools.
* Work with Performance and Accountability colleagues to ensure insights from contacts, complaints and scrutiny mechanisms inform the work of the OPCC to support the PCC in holding ASP to account.
* Work with Communications and Engagement colleagues to ensure they are aware of the views and concerns communicated through public contacts, and that the PCC’s views are communicated clearly and consistently.
* Support the Director of Performance and Accountability to evaluate OPCC scrutiny mechanisms, to ensure a strategic approach that supports the PCC in holding ASP to account.
* Lead and facilitate meetings, deep dives or dip sampling on the PCC’s behalf and provide reports and briefing documents for his consideration and his use, to further his holding to account activities and to enable scrutiny of his role.
* Carry out research and analysis as required, including of ASP performance information, understanding trends and providing a narrative to develop the PCC’s understanding of key issues. Provide advice on the setting of goals and targets as required.
* Support office governance processes to ensure transparency and high ethical standards in his delivery of his role, and meet the requirements for publication of information.
* Liaise with the Joint Data Protection Officer to ensure ongoing compliance of all core OPCC activities with the Data Protection Act 2018 and carry out activities to support our compliance activities, providing advice and guidance to colleagues as required.
* Maintain and operate efficient and effective record keeping and filing systems, ensuring they are updated and information is stored and disposed of appropriately.
* Maintain professional awareness and horizon scan for future developments, with a commitment to own personal and organisational professional development.
* Demonstrate a commitment to the OPCC values, equality and diversity through actions and activities, using knowledge and tools to understand the impact of decisions on users.
* Undertake any other duties as reasonably commensurate with the role.

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| **Decision Making** | **Leadership** | **Managing Risk** |
| Has restricted financial authority for specific delegated areas of work which may exceed £1m per financial year. Will be required to make operational decisions in the interests of achieving progress against the OPCC Business Plan and Police and Crime Plan. May be asked to conduct work delegated directly or on behalf of the PCC / Chief of Staff. | Will deputise for the Head/Director as required.Required to seek input of team in agreeing the objectives of individuals and communicating those effectively to contribute to production of the activity and delivery plan for the OPCC. Will engage and work in partnership with a broad range of internal and external partners and stakeholders including at senior levels. Is able to delegate appropriate areas of work to their team. | Will identify risks and make suggestions around how to mitigate and manage them. |

**PERSON SPECIFICATION:**

All round strategic management skills, advisory abilities and experience are required. The Police & Crime Commissioner is looking for a person who can evidence that they have the following competencies:

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|  | **Competencies, skills & experience** | **Essential or Desirable** |
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| 1 | Successful experience and/or knowledge within a local authority, policing or relevant public or voluntary sector organisation. | Desirable  |
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| 2 | Experience of managing, coaching or mentoring others, or ability to quickly develop the relevant skills.  | Essential  |
| 3 | Ability to provide high quality advice to senior stakeholders on complex matters, including identifying and evaluating options.  | Essential |
| 4 | Ability to lead and manage a large and diverse portfolio of work with competing deadlines. Ability to be flexible to respond to changing priorities.  | Essential |
| 5 | Ability to analyse and present information in a range of formats. Ability to interpret policy, reports, research etc. and advise on specific issues. | Essential |
| 6 | Excellent written and verbal communication skills. Understanding of confidentiality and information governance. | Essential |
| 7 | Strong ICT skills and competent to use a range of IT packages including word processing and spreadsheets. | Essential |
| 8 | Evidence of building credibility and relationships at senior management level to provide strategic and reputational advice based on professional expertise. Experience of conflict resolution. | Essential |
| 9 | Proven experience of scrutiny or assurance. Experience of complaint management or customer service and the ability to problem solve. | Essential |
| 10 | Ability to identify risks and make suggestions around how to mitigate and manage them. | Essential |

**Our purpose**

To lead improvement in efficiency and effectiveness of policing, victim support and criminal justice services on behalf of local people.

**Our vision:**

Excellent victim support, better policing and fairer criminal justice services for all.

**Our mission:**

• We listen

• We lead

• We challenge

• We innovate

• We improve

**Our values:**

**Openness** – We will always be transparent and open about the work we do, our services and how we support our communities.

**Partnership** – We will work with the police and key partners to provide better services to local people.

**Compassion** - We will continue to take a compassionate approach to commission the most effective support services for victims and survivors.

**Courage** – We are the voice of local people in policing and we will always share concerns, issues and feedback to the police and partners.

**Staff Code of Conduct**

You will comply with the Staff Code of Conduct as varied from time to time, it is expected that the OPCC as a public authority supports the Principles of Standards in Public Life. As such, the seven principles of conduct underpin the work of the OPCC and are used as the basis for working practices.

**The Principles of Standards in Public Life are:**

**Selflessness**: Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family or their friends.

**Integrity**: Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

**Objectivity**: In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

**Accountability**: Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

**Openness**: Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

**Honesty**: Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

**Leadership**: Holders of public office should promote and support these principles by leadership and example.

**Political restriction**

Please note this is a “politically restricted post” in accordance with Local Government & Housing Act 1989.

The purpose of a politically restricted post is to prevent that individual from having any active political role either in or outside of the workplace. Politically restricted employees will automatically be disqualified from standing for or holding elected office.