

Support Officer <u>JOB DESCRIPTION</u>

Job Title	Support Officer (Corporate Communications)
Service Unit	Corporate Services
Team	Corporate Communications Unit
Responsible to	Corporate Communications Manager
Salary Range	Scale 3/4
Vetting Status	Recruitment Vetting

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Job Purpose:

- To support the work of Cleveland Police both proactively and reactively through internal and external communications activities

Principal Duties & Responsibilities:

- To support the social media needs of Cleveland Police by engaging with the public through the use of social media.
- Deal with media enquiries, identifying and providing responses to complex/ sensitive issues
- Research and analyse information, writing news releases and briefing material to promote a positive impression of the Force.
- Provide advice and guidance to officers and Police Staff on media issues in order to maximise media opportunities and provide appropriate responses.
- Monitor media coverage, identify issues of relevance and prepare reports to keep the Executive Team and the Force informed of publicity, public concerns and items of local and national interest.
- Support the Force's Horizon Scanning through appropriate media, campaign and event monitoring
- Assist Corporate Communications Officers as required, representing the Force at major campaigns, events and news conferences.
- Assist Internal Communications Officers as required, through messages to all, newsletters, the Force Intranet and other mechanisms.
- Provide the Head of Corporate Communications with administrative support

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 Staff are to comply with confidentiality and principles laid down in the General Data Protection Regulation (GDPR) and the Management of Police Information (MOPI).

All post holders to comply with health and safety legislation.

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

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/ qualification	<ul style="list-style-type: none"> • Relevant previous journalistic and/or public relations qualifications • Excellent IT skills including word processing, MS Excel, email and internet etc. • Excellent written and verbal communication skills 	<ul style="list-style-type: none"> • A degree in a relevant subject • Knowledge of the police operating environment. • Knowledge of SharePoint
Experience	<ul style="list-style-type: none"> • Excellent customer service skills • Dealing effectively with all levels of staff within the organisation, both internal and external • Dealing effectively with external agencies and established partnerships • Familiarity and experience of using social media, such as Twitter and Facebook 	<ul style="list-style-type: none"> • Demonstrating commitment to public sector working
Skills/ Abilities	<ul style="list-style-type: none"> • Excellent communication skills • Excellent customer service skills 	<ul style="list-style-type: none"> • Ability to apply problem solving techniques
Other	<ul style="list-style-type: none"> • Ability to travel to different locations across the Force area 	

Competency and Values Framework (CVF) for Policing: Level 1 – Practitioner

Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing’s Competency and Values Framework for Policing (2017). A candidate’s behaviours/values will be measured at interview.

Competency	Level 1 – Practitioner
Emotionally aware	<ul style="list-style-type: none"> • I treat others with respect, tolerance and compassion. • I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. • I remain calm and think about how to best manage the situation when faced with provocation. • I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. • I ask for help and support when I need it. • I understand the value that diversity offers. • I communicate in clear and simple language so that I can be easily understood by others. • I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.
Taking ownership	<ul style="list-style-type: none"> • I actively identify and respond to problems. • I approach tasks with enthusiasm, focusing on public service excellence. • I regularly seek feedback to understand the quality of my work and the impact of my behaviour. • I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. • I give feedback to others that I make sure is understandable and constructive. • I take responsibility for my own actions, I fulfil my promises and do what I say I will. • I will admit if I have made a mistake and take action to rectify this. • I demonstrate pride in representing the police service. • I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.
Collaborative	<ul style="list-style-type: none"> • I work cooperatively with others to get things done, willingly giving help and support to colleagues. • I am approachable, and explain things well so that I generate a common understanding. • I take the time to get to know others and their perspective in order to build rapport. • I treat people with respect as individuals and address their specific needs and concerns. • I am open and transparent in my relationships with others. • I ensure I am clear and appropriate in my communications.
Deliver, support and inspire	<ul style="list-style-type: none"> • I take on challenging tasks to help to improve the service continuously and support my colleagues. • I understand how my work contributes to the wider police service. • I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. • I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. • I support the efficient use of resources to create the most value and to deliver the right impact. • I keep up to date with changes in internal and external environments.

	<ul style="list-style-type: none"> I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.
Analyse critically	<ul style="list-style-type: none"> I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.
Innovative and open-minded	<ul style="list-style-type: none"> I demonstrate an open-ness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.

Values	All Levels
Integrity	<ul style="list-style-type: none"> I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. I demonstrate courage in doing the right thing, even in challenging situations. I enhance the reputation of my organisation and the wider police service through my actions and behaviours. I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. I am open and responsive to challenge about my actions and words. I declare any conflicts of interest at the earliest opportunity. I am respectful of the authority and influence my position gives me. I use resources effectively and efficiently and not for personal benefit.
Impartiality	<ul style="list-style-type: none"> I take into account individual needs and requirements in all of my action. I understand that treating everyone fairly does not mean everyone is treated the same. I always give people an equal opportunity to express their views. I communicate with everyone, making sure the most relevant message is provided to all. I value everyone's views and opinions by actively listening to understand their perspective. I make fair and objective decisions using the best available evidence. I enable everyone to have equal access to services and information, where appropriate.
Public Service	<ul style="list-style-type: none"> I act in the interest of the public, first and foremost. I am motivated by serving the public, ensuring that I provide the best service possible at all times. I seek to understand the needs of others to act in their best interests. I adapt to address the needs and concerns of different communities. I tailor my communication to be appropriate and respectful to my audience.

	<ul style="list-style-type: none"> • I take into consideration how others want to be treated when interacting with them. • I treat people respectfully regardless of the circumstances. • I share credit with everyone involved in delivering services.
Transparency	<ul style="list-style-type: none"> • I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. • I am clear and comprehensive when communicating with others. • I am open and honest about my areas for development and I strive to improve. • I give an accurate representation of my actions and records. • I recognise the value of feedback and act on it. • I give constructive and accurate feedback. • I represent the opinions of others accurately and consistently. • I am consistent and truthful in my communication. • I maintain confidentiality appropriately.

Further detailed information on the CVF can be located by clicking on the following link:

<https://skillsforjustice-ppf.com/competency-values/>