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

JOB DESCRIPTION

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| **Job Title**  **Service Unit**  **Team**  **Responsible to**  **Salary Range**  **Vetting Status** | Support Officer  OPCC  Finance and administration  Office Manager  Scale 3/4  RV | *Page 1 of 4*  *May 19* |

**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 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. Office of the Police and Crime Commissioner (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 a range of admin support services to the OPCC and to assist in the development and maintenance of areas assigned to the role.

**Principal Duties & Responsibilities**

To provide support to the OPCC in undertaking a wide range of support tasks, in particular as an integral part of PCC service provision and PCC communications;

Provide support to the OPCC, where speed, accuracy, forward planning and confidentiality are essential;

To provide a public interface to the OPCC dealing with telephone enquiries, and to act on their own initiative;

To support the Office Manager and other OPCC staff members in the delivery of OPCC roles;

To assist in updating the PCC website;

To assist in ensuring that the OPCC meets its compliance responsibilities in respect of the publication of specified information;

To assist in the administration of meetings, including the distribution of papers and minute taking;

To assist in projects and assignments where required;

To assist in the development and implementation of appropriate filing and retrieval systems;

To assist in the use, development and maintenance of PCC and OPCC social media and internal press liaison;

To achieve objectives accurately within agreed timescales and resources, providing feedback as appropriate;

**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 confidentialities 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.**

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|  | Essential knowledge, skills and experience | Desirable knowledge, skills and experience |
| **Knowledge /** **qualifications** | Knowledge of a variety of software packages including Microsoft Office  GCSE English and Mathematics at Grade C or above | IT qualification  Knowledge of press and media operations  Knowledge of Social Media |
| **Experience** | Experience of working in a busy office | Experience of working with Partner organisations  Experience of working in the Police / Police Authority  Experience of working in the public sector |
| **Skills / abilities** | Good interpersonal skills  Good communication skills using a variety of media  Able to work successfully as part of a team  Attention to detail  Excellent written and oral communication skills  Ability to demonstrate initiative  Ability to work methodically and logically  Actively seeks solutions to problems and knows when to ask and to highlight issues |  |
| **Other** | Commitment to CPD (Continual Professional Development)  Treat people with dignity and respect |  |

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.

**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.**

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| **Competency** | **Level 1 – Practitioner** |
| **Emotionally aware** | * 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** | * 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** | * 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** | * 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. * 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** | * 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** | * 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. |

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| **Values** | **All Levels** |
| **Integrity** | * 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** | * 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** | * 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. * 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** | * 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/>