



Job Description

Title – Integrated Offender Management -Team Leader

Version - 1 Date -

Post Number:	HH449
Grade /Scale:	SO1
Weekly Hours:	37
Department:	Integrated Offender Management
Status:	Established
Responsible To:	IOM Inspector
Responsible for:	Integrated Offender Management – O.M Offender Managers, IOM Co-ordinators and admin staff. Managing Organisational Risk
Location Work base:	Central Leicestershire
Job Role /Purpose:	To provide support to the Integrated Offender Management Unit Managers in the day-to-day management of the department
Contacts:	Multiagency partnership working in colocated team, police officers and police staff of the Force. Ministry of Justice staff. Staff within Integrated Offender Management Unit, users at all levels, suppliers, other police forces and external organisations.

Equality and Diversity

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Essential Knowledge:

1. To be educated to A Level Grade C or equivalent in English Language or demonstrate experience of working to the equivalent level of English Language

Work Experience:

2. Demonstrate experience of effectively supervising the identification and management of threat, harm and risk

3. Demonstrate experience of working effectively with partners to achieve common objectives

4. Demonstrate supervisory experience and the ability to able to deal with officer welfare, performance or attendance issues.

5. Demonstrate experience of managing and leading the implementation of change

Personal / Interpersonal Skills, Aptitudes:

8. Demonstrate the ability to use a logical evidence based approach to complex problem solving

9. Demonstrate the ability to communicate confidently and effectively including the ability to produce reports and present to different groups

10. Demonstrate the ability to prioritise workloads effectively to achieve team objectives or a performance goal

Special Skills:

Other:

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria

Where available, elements that contribute to improved / immediate performance in the job.

Knowledge:

Work Experience:

14. To have experience of managing customer expectation, service delivery and the resolution of dissatisfaction in a supervisory role

Personal / Interpersonal Skills, Aptitudes:

15. To be IT competent with operational knowledge of key systems, Command and Control / Niche crime recording system/ Compact / PNC & Genie2, HR Gateway

16. To have previous experience of facilitating or chairing partnership or multi-agency meetings

Special Skills:

17. To demonstrate a working knowledge of the Data Protection Act 1998 and Computer Misuse

Act 1990

18. Demonstrate an awareness of and/or have the ability to develop an awareness of diversity and equalities

Other:

19. To have knowledge of legislation in relation to crime and traffic issues.
20. To hold a full UK driving licence.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Core Responsibilities/ Accountabilities

Operational:

To supervise the identification and management of high risk offenders, working with partners to provide appropriate pathways out of offending and manage or mitigate that risk in order to reduce reoffending.

To make decisions in line with any national guidance, the IOM operating model, Force policies and procedures using the National Decision Model and THRIVE assessment process in relation to managing and mitigating the risk of harm created with managing offenders in our communities.

To reconfigure staff resources in order to maintain performance and quality of service during periods of high staff abstraction rates and/or high demand.

To liaise with support agencies, ensuring that the needs of the victim/witness are taken into account.

To be able to identify and coordinate a multiagency response to manage, High Risk DV offenders, OCG, CSE offenders, or other vulnerable offender groups. Those involved in Extremism or YOS managed members of 'Street Gangs' involved in knife crime

To manage the effective deployment of staff in order to manage workloads ensuring that appropriate staffing levels are maintained at all times.

To provide an effective approach to managing external partnership expectation and resource allocation, where a shared 'investigative and risk management' approach of offenders is required

To receive and evaluate all information regarding offender management with a view to ensuring that the most appropriate resource are allocated to manage the risk and reduce the risk of harm associated with their specific needs.

Management/Leadership:

To provide first line supervision, management and motivation of staff within the Integrated Offender Management Unit, ensuring the provision of the highest quality of service at all times.

To continuously monitor and evaluate staff performance, maintaining evidence to enable the completion of performance review procedures, identification of training needs and the completion of statistical data for management use.

To maximise staff attendance by implementation of the force sickness policy and departmental procedures.

To ensure that at all times force policy, agreed practice and service delivery standards are adhered to.

To ensure that all staff treat colleagues in a professional and supportive way in line with the Forces

Standards of Behaviour

To devise and present strategies to improve staff performance/service delivery/quality of service.

When appropriate update and develop operating procedure, plans and procedures in consultation with line management.

To manage welfare needs of staff.

Ensure that officers and others when necessary receive appropriate debriefing.

To deal with matters of grievance and discipline as and when appropriate.

Communication:

To liaise with, and brief other supervisors to bring to their attention matters of a serious or unusual nature, whilst also notifying the Area/Dept Supervisors of the same when within their sphere of activity.

To act as a contact point for the BCU (s) in relation to IOM and MAPPOM offenders

To provide a daily briefing to all Integrated Offender Management staff and supervisors of any emerging Force threats, or offender risk management issues requiring immediate action by staff.

Administration:

To receive and evaluate all information from Police sources and partners ensuring that threat, harm, risk, vulnerability and repeat victimisation has been taken into account, ensuring that where it has not been correctly identified, immediate remedial action is instigated.

To undertake the investigation of complaints against members of staff, and complete proportionate investigation reports when the complainant doesn't agree to local resolution and forward any investigation notes onto the Professional Standards Department

To be able to influence and support the Single Referral Process including the revised 'fast track' IOM referral process where an organisational risk has been identified and a quick multiagency response is required to meet this threat.

To provide intrusive and robust management oversight of volume and the nature of offenders managed by staff within the IOM process, ensuring staff prioritise their activities towards the management of the highest threat, risk, and harm and complete declassifications in a timely fashion in consultation with partner agencies.

To meet customer service commitments, provide a quality of service to the victim and, where possible add value to the management of offenders by the tasking of actions to officers, police staff investigators and partner agencies where appropriate.

To provide visible leadership and departmental focus with intrusive supervisory oversight on day to day case management as well as providing well documented processes and procedures for staff to

follow when recording their case management work.

To hold or attend multiagency meetings for Integrated Offender Management as required and disseminate any relevant information appropriately.

General:

Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.

This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities.

Be flexible in terms of working location and be prepared to work temporarily at other locations within the Force area, undertaking a similar role

Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.

Other:

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Personal Qualities **[Police Professional framework](#)**

Level 1

Decision making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. 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.

Leadership

Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems.

Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Public service

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

- 1) Recruitment Vetting (RV)
- 2) Counter Terrorist Check (CTC)
- 3) N/A

Date line manager checked vetting level needed :

Car User: Yes ☒ / No ☐ - Essential /Casual Allowance {per mile / day etc}:

Budgetary Management: Yes ☒ / No ☐ Budget Value approximate value £

Additional Information:

Reasonable adjustments