



JOB OVERVIEW

Closing Date	Monday 23rd July 2018 (Midnight)
HR Contact	Kate Outram
Role Title	Head of Compliance
Grade and Salary	N – (£41,919 to £48,855)
Hours	37 hours per week
Suitable for job share or part time	Yes
Department or Division	Office of the Police and Crime Commissioner
Location	Police Headquarters, Butterley Hall Ripley, Derbyshire DE5 3RS
Post reports to	Chief Executive
Other Considerations	<p>Interviews to take place on Thursday 9th August.</p> <p>All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.</p> <p>Please note that, due to the nature of security checks undertaken, applicants must have 3 years' continuous residency in the UK up to the date of the application and Home Office approval for indefinite leave to remain within the UK.</p> <p>A casual car user allowance will be payable.</p>

Overview of the Role

The Police and Crime Commissioner is one of the most significant changes to affect policing in decades in order to improve the democratic accountability of the police service. The Commissioner fulfils an important role for the public, consulting on policing matters, ensuring the Derbyshire Constabulary operates efficiently and effectively and by holding the Chief Constable to account.

The Head of Compliance supports the Commissioner in carrying out their statutory duties by providing leadership in the area of case-work management and quasi legal responsibilities.

Job Description and Objectives

- To take the lead role in ensuring the delivery of the Commissioner's statutory responsibilities for discipline and complaints, including monitoring of Force complaints, liaising with the Force Professional Standards Department as appropriate and handling of Chief Constable complaints in accordance with legislation.

- Develop and implement an appeals procedure for all complaints against the police in line with requirements under the Policing and Crime Act 2017.
- To undertake organisation of Police Appeals Tribunals on behalf of the Commissioner.
- To act as the single point of contact within the office on all matters relating to Legally Qualified Chairs of police misconduct hearings, liaising with the Chief Executive as required.
- To assist the Chief Executive in ensuring appropriate standards of behaviour are maintained within the OPCC and that all personnel carry out their duties in accordance with the requisite codes of conduct.
- To take the lead in regard to the staff of the Office of the PCC on HR Policies, recruitment, selection and retention of colleagues. To include developing a training and development strategy for OPCC staff.
- This post will work directly to the Chief Executive and will provide support to the Strategic Governance Board (SGB) in accordance with the SGB timetable and to meetings in areas pertaining to their responsibilities.
- To oversee the case management of correspondence arriving at the Commissioner's office and to provide management support to those handling and processing the various methods of communication from the public and stakeholders. This includes sourcing and implementing a case management system proportionate to the volume of correspondence.
- To monitor and solve customer service problems, recognising diversity when delivering customer service. To regularly review customer contact data and work with the team to improve customer service.
- To lead on the delivery of the Commissioner's statutory obligations to ensure organisational compliance with Data Protection legislation and the Freedom of Information Act by undertaking day to day handling of FOI requests received by the Commissioner.
- To lead on the delivery of the Commissioner's statutory obligation to maintain and deliver a publication scheme by undertaking the management of the scheme, ensuring that documents are maintained, the website up to date and requests for publication of information is managed.
- To lead on the delivery of OPCC dip-sampling of matters such as complaints and the use of police powers including Stop Search scrutiny.
- Contribute to setting the strategic direction of the OPCC in accordance with the direction and strategy of the Commissioner, as part of the Management team.
- Contribute to solving business problems as part of the Management team.
- Act as Deputy Monitoring Officer as required by the Chief Executive.
- To provide support to the Commissioner and Chief Executive in other areas as required.

Skills, Knowledge and Experience Required of Post Holder:

Essential:

- Experience of researching, evaluating and presenting data/ information in a complex and sensitive environment.
- The ability to produce and present complex and detailed written work to a high standard of accuracy, showing good attention to detail with demonstrable competence in written English.
- Experience of policy drafting, development and implementation.
- Experience of managing a workload with conflicting priorities.
- Be self motivated and willing to act on own initiative when required.
- Experienced user of Microsoft Office, including Word, PowerPoint, Excel and Outlook.
- The ability to communicate with a wide range of people both within the organisation and externally.
- Demonstrable experience of negotiating with and influencing people or groups.
- Understanding of the statutory framework within which Police and Crime Commissioner and other local authorities operate.
- Demonstrable respect and has understanding for diversity/equal opportunities and the ability to work flexibly within a small team.
- Degree in relevant discipline or equivalent and previous Line Management Experience.
- Full driving licence.

Desirable:

- Experience of analysing performance management data and other statistical information to support/make recommendations.
- Politically aware.
- Some experience of working within a political environment.
- Experience of analysing legislation, assessing its impact and creating draft local policy.
- Some experience of preparing and delivering presentations or training.

The Office of the Police and Crime Commissioner is committed to equal opportunities and welcomes applications from suitably qualified people from all sections of the community in an effort to reflect the diversity of the community we serve. As part of this commitment, all applicants with a disability who meet the essential criteria for any police staff post will be invited to interview.

PERSONAL QUALITIES

The post holder will be assessed for appointment against the following qualities. Derbyshire Constabulary's staff are assessed against these qualities.

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	<p>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.</p> <p>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.</p>
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	<p>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.</p> <p>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.</p>

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 constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.
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