

### ROLE PROFILE

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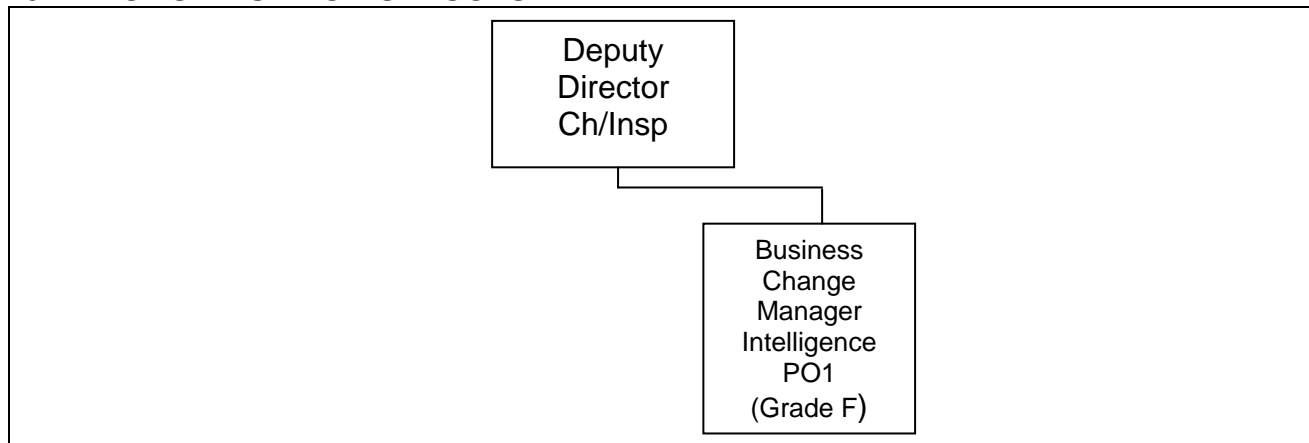
	<b>ROLE PROFILE FORM Reference Number.</b>	02383
1	<b>DEPARTMENT</b>	Office of the Police and Crime Commissioner (OPCC)
2	<b>SECTION</b>	Estate Change Programme (ECP)
3	<b>ROLE TITLE IN FULL</b>	Principal Change Management Officer
4	<b>ROLE REPORTS TO (Supervisor/manager's role title)</b>	Deputy Director ECP

#### 5. Role Purpose

Develop and manage implementation and delivery of projects and initiatives to achieve ECP corporate objectives and for organisational change in the estate of the OPCC

Develop and manage implementation and delivery of projects and initiatives to achieve ECP corporate objectives and for organisational change in the estate of the OPCC

#### 6. ORGANISATION STRUCTURE



#### 7. Accountabilities

##### Strategic and Business Management

Contribute to the preparation, monitoring and review of the organisational change service and business plans

Support the (Senior) Project Manager and Programme Leads in contributing to developing, and refining policy / strategy / plans to ensure delivery of a fit for purpose estate.

Input on project briefs and cost estimates

### **Project Management & Development**

Research and advise on needs / opportunities arising from best practice in developing and implementing approaching to change organisational behaviour

Initiate, develop and manage new projects / initiatives to meet service and business objectives in line with allocated budgets and timescales

Develop specifications to support achievement of objectives

Develop, manage and facilitate internal and external multi-stakeholder groups to ensure projects / initiatives are effectively delivered

### **Partnership Building**

Initiate, coordinate, influence and manage partnerships with multi disciplinary cross –sector working groups to deliver initiatives / projects to meet organisational change objectives

Promote and build effective working relationships with internal and external partners and influence their behaviour and resources.

### **Resource Management**

Prioritise workload to achieve effective time management

Research and develop bids for external funding

### **Communications and Reporting**

Report progress on projects to meetings/groups and line managers as appropriate

Prepare reports and present feedback on projects to line managers, working groups and external networks from peer to senior management levels

Develop resources for use by internal and external colleagues

Respond to information enquiries from members, other local, regional and national government bodies, colleagues and the general public

**8. Corporate and Statutory roles**

Maintains awareness of corporate and departmental equalities, health and safety and apply to day to day requirements of post

**9. Key Decision Making Areas in the Role**

Contributes to delivering the OPCC Estate Strategy

Authorised to decide on appropriate methods and contents for development activities to meet a defined brief

Make decisions regarding utilisation of staff to ensure work is delivered within timescales

Play a lead role in chairing / influencing multi-disciplinary, cross-sector groups to ensure timely delivery of projects and initiatives

Authorised to represent the OPCC and make relevant decisions at multi-stakeholder meetings

Provide advice and guidance to the ECP Senior Management Team, colleagues and external partners at all levels

Prioritise workload to ensure timetables are met, to deadline and targets

**10. Role Dimensions – financial (e.g . annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

Financial

Responsible for influencing internal and external budget holders in order to use their spending power to enable behaviour change and achieve more efficient use of the OPCC estate

Assist in preparations of cost and profile estimates for projects.

Non-Financial

Supervisory responsibility for seconded staff - daily

Responsible for / leading working on a range of multi stakeholder / internally and externally funded projects at any one time - daily

Supervises contributions from a range of partners to deliver work-plan – weekly

**11. Main Contacts – external/internal customer contacts and purpose- Frequency & level of contact may also be relevant.**

External

Project partners (public and private sectors) – up to senior management/executive level – exchange of information – regularly

General Public – exchange information –regularly

Internal

Hampshire Constabulary – all departments, up to senior manager level – gathering and providing information for and progressing projects –regularly

HCC/ OPCC – all departments, up to director level – gathering and providing information for and progressing projects regularly

**12. Working Conditions**

Office based but with regular visits to operational police stations and buildings requiring awareness of health and safety and PPE issues. Also occasional visits to offices of contractors, other local authorities, etc.

Some working out of hours on occasions to attend meetings / visits

From time to time delivering presentations at public meetings

Driving required to locations not served by public transport

Some light lifting of equipment from time to time

Display screen user

**13. Role requirements for operational effectiveness.**

Significant knowledge and understanding of operational policing.

Ability to conceptualise issues / solutions

Considerable experience in one of the following:

- delivering change in public/private organisations
- project development and management.

Experience of (or ability to) work in multi-disciplinary teams

Sound knowledge of principles of estate issues in a policing or public sector environment

Excellent verbal and written communication skills with people at all levels

Good presentational skills

Effective organisational and time management skills to meet tight deadlines.

Ability to use own initiative and work effectively without close supervision.

Experience of using relevant Microsoft Office type IT applications.

Proven ability to work on own initiative whilst contributing as part of a team.

Ability to fulfil travel requirements of post

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## ROLE PROFILE

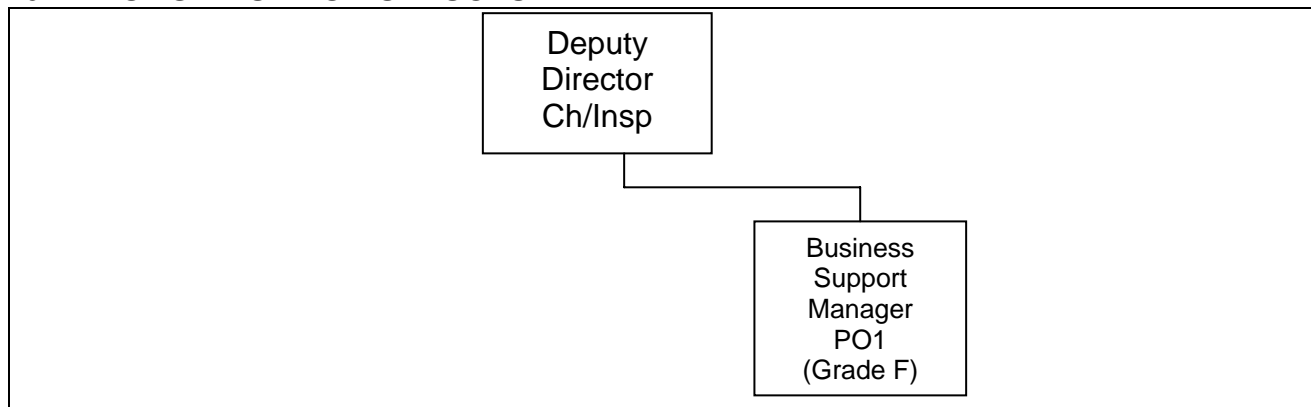
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	<b>ROLE PROFILE FORM Reference Number.</b>	02124
1	<b>DEPARTMENT</b>	Office of the Police and Crime Commissioner (OPCC)
2	<b>SECTION</b>	Estate Change Programme (ECP)
3	<b>ROLE TITLE IN FULL</b>	Business Support Manager, Estate Change Programme
4	<b>ROLE REPORTS TO (Supervisor/manager's role title)</b>	Deputy Director

### 5. Role Purpose

To develop, direct and coordinate an administrative team in providing a full range of administrative services to fulfil organisational business requirements, and take an active role in developing strategy and operations for the overall business need.

### 6. ORGANISATION STRUCTURE



### 7. Accountabilities

#### Management & Leadership

Substantial team management responsibility. Organise and develop support services across the department and the organisation

#### Relationship Management

Develop and maintain an extensive range of contacts at a senior level in own and other organisations to participate in core strategic and operational planning groups.

#### Information Management

Provide advice on policies and procedures at senior levels to influence the development of strategy, forward plans and operational activities.



## **Financial**

Where appropriate, act as budget holder, authorising expenditure and compiling reports to influence resource decisions and ensure timely reporting of information.

## **Professional Accountability and Liaison**

Responsible for ensuring Best Practice in the delivery of administration systems, consulting with stakeholders to achieve improvements to service efficiency and effectiveness.

Resolve complex queries personally and ensure that complaints from the public are appropriately resolved within a formal system.

## **8. Corporate and Statutory roles**

*Adopt a lead role in providing corporate wide information and guidance on Best Practice, with the emphasis on compliance with legislation and external regulations.*

## **9. Key Decision Making Areas in the Role**

- Provide appropriate advice and timing to ensure senior managers are appropriately advised to make key decisions.
- Influence senior managers to make appropriate decisions on strategy and operations.
- Evaluate options for the resolution of complex enquiries and complaints to ensure that policy and operational decisions are implemented.
- Make budgetary decisions in line with corporate requirements.
- Provide direction on overall staff resource levels and levels of performance.

## **10. Role Dimensions – financial (e.g. annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

- Budget holder with overall responsibility to establish and maintain service level agreements.
- Management of a substantial team of administrators.

## **11. Main Contacts – external/internal customer contacts and purpose- Frequency & level of contact may also be relevant.**

- Most senior levels of management within the organisation on a regular basis.
- External contacts and customers to provide formal responses to enquiries and complaints as required.
- Regular liaison with senior managers to take part in a range of core strategic planning and operational activities.
- Meeting with the team for leadership and team working activities.
- External professional contacts to continually improve Best Practice for the organisation.

## **12. Working Conditions**

- Daily movement and carrying of Files. Occasional lifting and movement of stationery and office equipment between office locations, for example, to aid delivery of presentations.



### **13. Role requirements for operational effectiveness**

- Formal qualifications or equivalent in business administration with extensive relevant experience in development of administrative systems and procedures.
- Competence in managing others, including development and motivation.
- Evidence of interpersonal and influencing skills at senior levels in the organisation.
- Ability to work effectively within a wide range of teams with an aptitude for leadership.
- Well developed range of communication skills, including oral, written, presentation and briefing others.

### **Estimated time to become operationally effective**

6 months to 1 year.

### **14. How effectiveness in role is to be demonstrated**

- Corporate and local performance indicators are met.
- Ability to influence at highest level in the organisation.
- Operate autonomously on behalf of senior managers.
- Provide innovation in the development of future direction of the organisation.
- Improvements in the utilisation of staff and other resources.

### **15. Context/Additional Information**

It may be a requirement of the role holder to deal with confidential information and a strict regard for confidentiality is essential.

Some role holders may work in an environment that exposes them to highly sensitive information and details.

Some role holders may be exposed to potentially violent, volatile and abusive situations. Role holders will need to be able to respond in a calm, sensitive and sympathetic manner.



## Office of the Police and Crime Commissioner for Hampshire

### JOB DESCRIPTION

Please note that this is intended as an outline of the principal responsibilities of what is a senior and wide ranging post. The post holder will be expected to exemplify personal and professional flexibility in responding to the changing circumstances and needs of the PCC. The CEO's role is to assist the PCC in delivering their manifesto, and to carry out their other legal duties and responsibilities, providing advice and guidance as appropriate.

<b>Job Title</b>	Chief Executive Officer
<b>Job Purpose</b>	<p>The job has 4 key purposes:</p> <ul style="list-style-type: none"> <li>• To work with the PCC to enable delivery against their vision, strategy and priorities as identified in the Police and Crime Plan.</li> <li>• To provide strategic and operational leadership of the Office of the Police and Crime Commissioner (OPCC) to ensure effective performance</li> <li>• To fulfil the functions required of the Monitoring Officer and Head of Paid Service to ensure propriety by the PCC and OPCC</li> <li>• To drive value for money in the use of public money and ensure proper spend</li> </ul>
<b>Accountabilities</b>	<ul style="list-style-type: none"> <li>• The CEO reports to and is accountable to the PCC. The PCC will set the CEO's performance objectives and conduct performance reviews.</li> <li>• As Head of Paid Service the CEO is responsible for providing leadership, management and development of the staff employed in the OPCC.</li> </ul>
<b>Specific Duties</b>	
<b>Strategy</b>	<ul style="list-style-type: none"> <li>• Lead the development of the PCC's vision and the activities and operations associated with its delivery, engaging with appropriate stakeholders in both Hampshire Constabulary and other partner organisations.</li> <li>• Contribute to the efficient and effective delivery of the Police and Crime Plan, together with any associated delivery plans.</li> <li>• Ensure production of effective Strategic Needs Assessments to assist the PCC in the development and delivery of their Plan and the prioritisation of their budget.</li> <li>• Ensure provision of appropriate advice to the PCC</li> </ul>

<p><b>Leading the workforce (The CEO will have direct Line Manager responsibilities for all posts although some staff members may be under the direct operational control of the PCC).</b></p>	<ul style="list-style-type: none"> <li>• Promote a culture of integrity, service excellence and continuous improvement throughout the OPCC.</li> <li>• Advise the PCC on their responsibilities in respect of the Constabulary's Chief Constable and, in particular, on their appointment, terms and conditions of service and matters relating to complaints and discipline.</li> <li>• Provide clear and visible leadership to the staff of the OPCC including overall responsibility for their ongoing development and training.</li> <li>• Determine and review the optimum organisational structure of the office, supported by clear job responsibilities and effective working systems, and to ensure that staff are operating within assigned grade bands for their jobs.</li> </ul>
<p><b>Financial Management</b></p>	<ul style="list-style-type: none"> <li>• In conjunction with the CFO, responsibility and accountability for the financial planning, budgetary control, resourcing and asset management aspects of the funds allocated to the PCC.</li> <li>• Oversight of the development and implementation of the PCC's Estate Management Strategy</li> <li>• In conjunction with the CFO, ensure propriety in the conduct of the PCC's business including making proper arrangements for tendering procedures and the letting of contracts.</li> <li>• Provide strategic leadership in respect of partnership working, ensuring effective engagement with both internal and external partners and stakeholders in relation to commissioning and service delivery at local, regional and national level. To be accountable for the performance of the OPCC in all aspects of commissioning.</li> </ul>
<p><b>Legal</b></p>	<ul style="list-style-type: none"> <li>• Act as principal adviser to the PCC in the exercise of their statutory powers, duties and responsibilities.</li> <li>• Carry out the statutory duties and responsibilities of Head of the Paid Service and Monitoring Officer, and to investigate and report (in consultation with the CFO) any illegality or maladministration in the OPCC's business.</li> <li>• Ensure that the PCC performs their duties and responsibilities relating to equality and diversity as set out in the legislation and directives and to promote the commitment to equality and diversity in all that the PCC does.</li> <li>• Ensure that the PCC meets statutory and other obligations relating to freedom of information, publications, planning, community consultation and to prepare related briefs and submissions.</li> <li>• Ensure compliance with legislation relating to the employment of staff and health and safety at work.</li> <li>• Ensure that the OPCC performs its duties and responsibilities for equalities and diversity according to relevant legislation, and to promote the commitment to equality and diversity in all that the OPCC does.</li> <li>• Oversee and ensure the effective and efficient management of complaints.</li> </ul>

<p><b>Scrutiny and Performance</b></p>	<ul style="list-style-type: none"> <li>• Facilitate and support the PCC's responsibility to effectively scrutinise and challenge Hampshire Constabulary's performance across the full range of activities.</li> <li>• Facilitate and support the PCC's responsibility to effectively scrutinise and challenge other partners in relation to the delivery of the PCC's wider crime role.</li> <li>• Oversee the development and implementation of effective performance evaluation and management of Hampshire Constabulary's performance against the PCC's priorities.</li> <li>• Delivering, reviewing and improving performance against the PCC's Information Strategy</li> </ul>
<p><b>Representation and Engagement</b></p>	<ul style="list-style-type: none"> <li>• To represent the PCC at meetings with the Home Office, HMIC, APCC, APACE and other bodies at local, regional and national level.</li> <li>• Build effective working relationships through clear communication and a collaborative approach.</li> <li>• Ensure that the PCC's image and engagement with the public is enhanced.</li> <li>• Promote the OPCC, raising its profile and communicating its values, strategies, achievements and views.</li> <li>• Develop and maintain effective strategic partnerships with relevant public, private, voluntary and community sector organisations in both the local community and at regional and national level.</li> <li>• Ensure the PCC's timely and effective communications to the public and the media</li> <li>• Develop and maintain a constructive working relationship with the Hampshire Police and Crime Panel.</li> </ul>
<p><b>Governance</b></p>	<ul style="list-style-type: none"> <li>• Ensure (in liaison with the CFO) transparency, rigour and effectiveness in relation to the PCC's governance arrangements.</li> <li>• Develop and implement risk management systems and controls, and ensure that appropriate indemnity and insurance cover is established and maintained for both operational and infrastructure risks.</li> <li>• Implement the OPCC corporate strategies, ensuring that effective governance arrangements are in place for performance monitoring, review and improvement of both the OPCC and Hampshire Constabulary.</li> <li>• Ensure audits and inspections are carried out efficiently and effectively, and that any other aspects of internal/external control are similarly carried out.</li> </ul>

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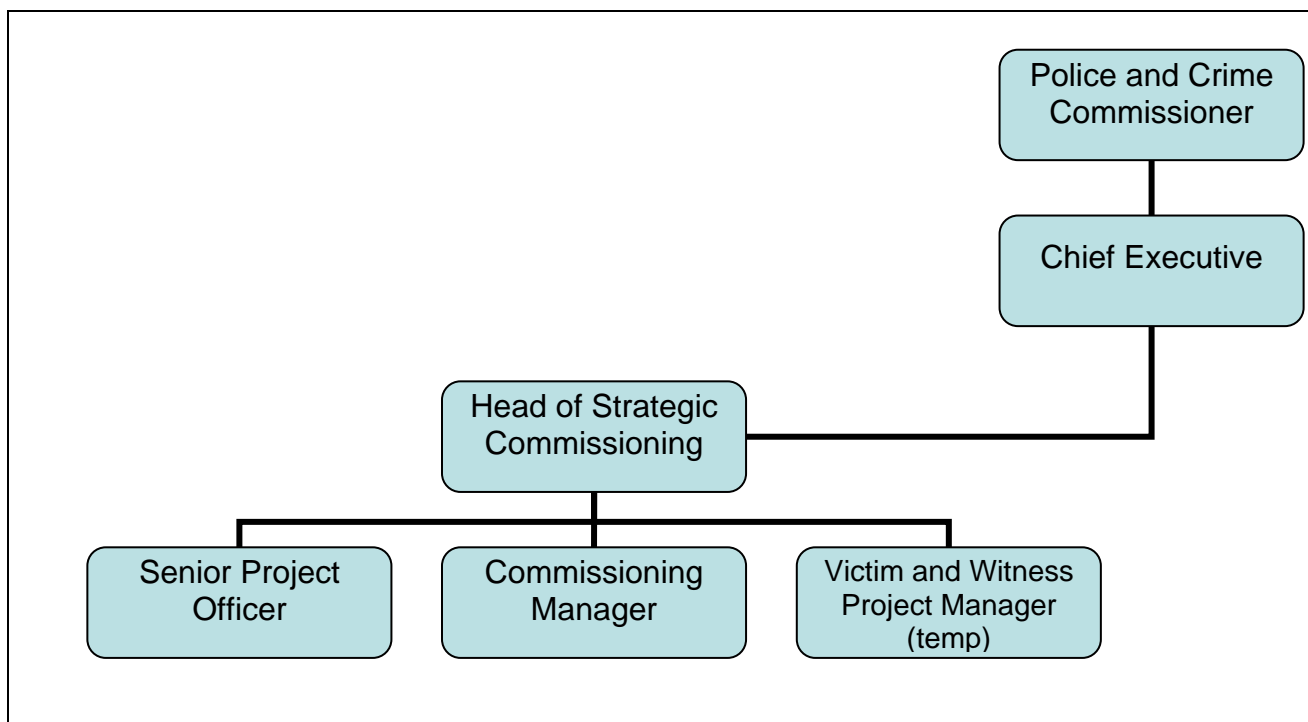
(See Guidance Notes)

	<b>ROLE PROFILE FORM Reference Number.</b>	02938
<b>1</b>	<b>DEPARTMENT</b>	Office of the Police and Crime Commissioner (OPCC)
<b>2</b>	<b>SECTION</b>	Commissioning
<b>3</b>	<b>ROLE TITLE IN FULL</b>	Senior Project Officer
<b>4</b>	<b>SAP ROLE TILE</b>	Senior Project Officer
<b>5</b>	<b>ROLE REPORTS TO (Supervisor/manager's role title)</b>	Head of Commissioning

#### 6. Role Purpose

To advise, analyse, consult on, manage, plan and/or implement services or projects using judgement, professional knowledge and financial and team resources, in order to deliver the commissioning programme.

#### 7. ORGANISATION STRUCTURE



## 8. Accountabilities

**Accountability statements are the key functions of the role which in combination make up the main purpose. They combine the task with a resource and a clear outcome.**

Use technical and professional knowledge and experience to provide specialist, technical or professional expertise in order to improve business performance and provide defined lead responsibilities, in accordance with departmental, corporate and external objectives and requirements.

Examples include: research strategies and projects to investigate activities and trends in commissioning and market management; advice to ensure that service and strategy developments are in accordance with corporate objectives; communications projects, initiatives or services to achieve OPCC business objectives.

Use appropriate resources and data/information to provide informed advice/decisions/ recommendations to senior managers and advise external bodies on services or projects, e.g. policy approval, scheme development.

Represent the OPCC at appropriate public meetings, formal hearings and other fora as required to provide specialist technical advice.

Identify and maintain appropriate contacts, internally and externally, to develop and promote the department's and OPCC's interests and facilitate cross-project working.

Support management priorities and provide resources for management and development eg service planning, performance management to meet service needs/development, either by undertaking overall management or supervision of a team or project(s), or as an individual specialist.

Manage and assist in the development of information systems, including the analysis and interpretation of data to support and enhance departmental and corporate objectives.

## 9. Corporate and Statutory roles

*Aware of, and contribute to Health and Safety, Equalities, and Sustainability requirements*

## 10. Key Decision Making Areas in the Role

Advise and instruct authorities, consultants and project managers regarding policies, schemes and major developments with minimal supervision.



Suggest / recommend policy approval, scheme development, consultation and budgetary expenditure to senior roles.

Prioritise schemes to meet budget requirements with agreement from line manager.

Work out new ways of dealing with changing situations.

**11. Role Dimensions – financial (e.g . annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

May make a contribution to monitoring and expenditure of medium to large budgets eg from £ 35,000 to £ 4 million per annum.

Coordinate around 12 people when managing projects.

**12. Main Contacts – external/internal customer contacts and purpose- Frequency & level of contact may also be relevant.**

Advise/decide/recommend decisions to senior managers and advise external bodies on services or programmes.

Represent the OPCC at appropriate public meetings, formal hearings and other fora.

Maintain contacts at appropriate level internally and externally to develop the department's interests.

**13. Working Conditions**

Mainly office based with occasional visits to outdoor sites, or external meeting venues

**14. Role requirements for operational effectiveness.**

May require advanced training and/or extensive experience related to commissioning providing both applied and theoretical knowledge in a specific area

Work may typically require a relevant full professional or academic qualification or relevant experience

Likely to require a detailed understanding of practices and procedures and how they can be changed and/or established

Will include elements of conceptual understanding or authoritative technical knowledge.

Previous experience of managing projects and able to manage projects of varying complexity and coordinate activities

Excellent interpersonal and written & oral communication skills and ability to work with and influence others, possibly external to the department, to deliver projects

Awareness of commissioning, procurement and financial management issues within the context of local government and the regulatory and political framework within which it operates



## **Job Summary & Person Specification**

<b>Job Title:</b>	<b>Senior Communications &amp; Engagement Officer</b>
<b>Job Ref No:</b>	<b>HCC</b>
<b>Department:</b>	<b>Office of the Police and Crime Commissioner (OPCC)</b>
<b>Branch / Section:</b>	<b>Communications &amp; Engagement</b>

### **Job Purpose:**

To contribute to the operational and technical delivery of communication and engagement activities and strategies, managing delegated specific projects as required by the OPCC and in line with the Communication and Engagement strategy.

### **Main Responsibilities**

Deliver and/or support the team and/or OPCC communications and engagement projects and strategies within legal requirements and quality standards, to meet OPCC, team and service delivery objectives.

Manage specific delegated projects within limits of role and under direction of senior management, especially the Head of Communications & Engagement.

A 'digital first' approach to communications and engagement that is backed up by a comprehensive understanding of all aspects of marketing communications and engagement and an ability to 'do' the job while thinking strategically.

Research, collate and analyse data from a variety of internal and external sources to enable senior management to make informed communications and engagement strategy decisions which reflect best practice and are progressive, legally compliant and take into account national, regional and local developments.

To use data as above to assist senior management with service planning decisions that are underpinned by customer needs and perceptions.





To investigate communication and marketing resources to recommend initiative or inform decision making/planning to increase participation or staff and the public.

Use appropriate communication and engagement skills and tools to plan, manage and develop internal and external communications and engagement to ensure key information is presented to key stakeholders, including colleagues of all levels at the OPCC, key partners (inc. Hampshire Constabulary, Hampshire County Council, third sector partners, etc), the public and the media.

Provide advice and options to key stakeholders on operational communication and engagement techniques and solutions.

Ensure communication and marketing activities and projects offer value for money and monitor against agreed plans to ensure delivery within budget, time and resource constraints.

Lead on or support as required the planning and co-ordination of campaigns, departmental and/or corporate events and attend where required in order to provide support and ensure they are effective.

May be required to manage junior staff and/or oversee the activities of team members, possibly from other departments, for departmental and/or cross-cutting communication projects and strategies.

Liaising with communications contacts in partner organisations to develop a shared strategy where necessary and agree shared protocols. In all partnership working, to ensure departmental/corporate aims and outcomes are achieved and gain support for new approaches to communications, participation and consultation.

### **Corporate and Statutory initiatives**

- Have a working knowledge of current corporate and statutory initiatives, including equalities and health and safety policies and procedures, sustainability, flexibility smarter working, efficiency and Government guidance. Ensure all communications take into account corporate and statutory requirements, positively promoting initiatives where appropriate.
- Ensure communication and engagement activities reflect best practice.
- Contribute to and support the on going development and promotion of the OPCC's communications through procedure, planning, advice and internal promotion.
- Understand the implications of libel laws, the copyright and data protection acts, and various industry codes of practice (e.g. within advertising) with regard to communications, marketing and engagement activity.



### **Key Decision Making Areas in the Role**

- Decide on the best methods of communications, marketing and engagement for individual target audiences and specific delegated projects, referring to senior management as appropriate. Have an understanding of timing of each element of marketing communication campaigns and how, where and when to apply market research and evaluation feedback.
- Plan and coordinate the use of resources to ensure the delivery of projects and strategies to achieve the best outcomes within available resources and time constraints, prioritising tasks for other where required.
- Professional advice to senior managers, colleagues, interest groups and the public on communication, marketing and engagement issues/matters of varying complexity.
- Defining the most appropriate communications and marketing techniques and solutions and timing of projects/initiatives/campaigns.
- When to refer matters and issues to senior managers, including complex, high risk and/or sensitive matters.

### **Role Dimensions – financial (e.g. budgets) and non-financial units (e.g. workload, customers/staff)**

- Identify and utilise the appropriate communication and marketing skills and tools to meet required outcomes – in particular increasing income, broadening participation and enhancing the council's reputation.
- Effective use of allocated resources
- Contribute to evaluation and budget reports on projects, making recommendations as appropriate
- May be required to manage junior staff and oversee the activity of team members, possibly from other departments, for specific projects
- Contact the whole organisation at all levels
- Ensure the best use of engagement processes through the effective use of technology and other available resources
- Professional advice to staff, members and senior managers.

### **Main Contacts – external/internal customer contacts and purpose**

- Regular communication, liaison and consultation with:
- Staff involved in communication, engagement and marketing across the organisation, including senior leaders
- Partners (Hampshire Constabulary, Hampshire County Council and other local councils, third sector, etc)
- The media
- The public
- National and regional organisations
- Service providers: website, media database, APCC, etc.



**Person Specification:**

<b>Essential Qualifications</b>	<ul style="list-style-type: none"><li>• Qualified to either graduate or equivalent marketing public relations or communications professional qualification</li></ul>
<b>Essential Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"><li>• Experience in a fast paced communications, engagement or public relations environment with sound understanding and experience of digital media platforms</li><li>• An awareness of the role of communications, marketing and engagement – preferably in the local government or public sector environment – and the issues faced by practitioners operating in these sectors.</li><li>• Excellent communication skills, both written and oral, with an ability to draft communications, engagement and marketing plans/initiatives/campaigns and inspire and influence others to engage, communicate and market the work of the OPCC.</li><li>• Effective interpersonal skills, including teamwork, networking and negotiation skills and the ability to influence others, possibly from other teams, for managing projects.</li><li>• Excellent organisational skills and an ability to work to, and meet, tight deadlines. Flexibility to respond quickly to meet urgent demands for high quality communication in a crisis.</li><li>• Ability to deal confidently, confidentially and diplomatically with colleagues and key stakeholders at all levels.</li></ul>
<b>Desirable Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"><li>• N/a</li></ul>

### **Working Conditions**

The following section provides an outline of the working conditions that may be encountered in this role.

- Works as part of a Communications and Engagement team
- Flexible working in shared offices using display screen equipment
- Occasional lone working and travel to different locations for meetings and events
- On occasion, there will be a need to work in the evening or during the weekend but this can be take as TOIL at a later date.

<b>ROLE PROFILE Part1</b>	<b>Role Title</b>	<b>CRIME PREVENTION ADVISOR</b>			<b>Dept / OCU</b>	<b>OVERTYPE</b>
	<b>PDR</b>	<b>CRIME PREVENTION ADVISOR</b>	<b>VETTING LEVEL</b>	<b>PIP LEVEL</b>		<a href="#"><u>PHYSICAL RISK (click)</u></a>
<b>Grade/Rank</b>	S01					
<b>Responsible To</b>	Police Area Senior Intelligence Analyst					
<b>Staff Responsible For</b>	N/A					
<b>Review by (Line Manager)</b>	Matt Stagg				<b>Date</b>	07/10/11
<b>Purpose of Job</b>	To provide focused specialist advice to the Police Area senior decision makers on crime reduction and community safety issues and develop good working relationships with appropriate organisations.					
<b>Key Accountabilities</b>	<ol style="list-style-type: none"> <li>1. To take an active role in the formulation of Police Area strategies to reduce crime, the fear of crime and mitigate risk.</li> <li>2. To develop a working relationship, with local CSP's and other organisations, in order to reduce crime and promote community safety.</li> <li>3. To act as the single point of contact on focused, appropriate and corporate crime prevention advice for each Police Area and work closely with District Commanders and Crime and Disorder Partners in a problem solving approach to crime and disorder.</li> <li>4. Deliver strategic crime prevention advice in relation to the mitigation of risk.</li> <li>5. To lead as required by the Police Area Commander on the development of all Police Area crime reduction initiatives and to work in conjunction with the Police Area Tasking and Co-ordination Unit, in order that appropriate initiatives can be adopted Force wide in a corporate manner.</li> <li>6. To act as adviser to organisations with serious crime risks, regarding remedies, precautions and staff training requirements.</li> <li>7. Maintain a good working knowledge of the principals and current developments in community safety and crime reduction.</li> </ol>					

8. To undertake other functions, commensurate with the post, as determined by the Police Area Commander.

9. To be aware of Force policies on Equal Opportunities, Health and Safety, Data Protection, Human Rights and other necessary legal legislation.

To give regular and effective service.

Note: This role profile is designed to assist postholders with understanding what is expected of them in their role. Hampshire Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. Role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.

### Additional Requirements

Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation.

To be prepared to attend training courses as required in order to fulfil the requirements of the role, including attendance at a two week standard crime prevention course.

Carry out fire warden duties to meet required standards if requested

### Training

### Health and Safety

All staff are required to complete annual DSE and Fire Safety e-Learning plus any applicable role-specific training.

### ROLE PROFILE Part2 Education/ Qualifications

**Essential:** Educated to [QCF](#) Level 3 with a relevant vocational qualification or to have relevant work experience deemed to have brought the postholder to a comparable level.

**Desirable:** 4 week Home Office Crime Prevention Officers Course

<p><b>Experience</b></p>	<p><b>Essential:</b> A minimum of two years work experience including:</p> <ul style="list-style-type: none"> <li>• liaison with a variety of external organisation in promoting and developing the work of own organisation.</li> <li>• preparing and giving presentations to a wide range of audiences</li> <li>• experience of preparing and writing reports</li> <li>• developing and implementing new initiatives within the workplace</li> <li>• To possess a knowledge of crime prevention/reduction and community safety issues and initiatives.</li> </ul> <p><b>Desirable:</b> Experience in carrying out a crime prevention role. Good local knowledge of Hampshire and the Isle of Wight Experience in training/advising staff</p>		
<p><b>Recruitment &amp; Probationary PDR Competencies</b></p>	<p><a href="#">SFJ HA2 Manage your own resources and professional development</a> <a href="#">Decision making</a> <a href="#">Professionalism</a> <a href="#">Working with others</a></p>		
<p><b>Approved by Personnel/ Admin manager</b></p>	<p>Jayne Beddall</p> <table border="1" data-bbox="1057 1056 1247 1192"> <tr> <td data-bbox="1057 1056 1247 1192"><b>Date</b></td> <td data-bbox="1247 1056 1516 1192">13.10.11</td> </tr> </table>	<b>Date</b>	13.10.11
<b>Date</b>	13.10.11		
<p><b>Role Profile Part 3 (PDR Competencies)</b></p>	<p><b>CRIME PREVENTION ADVISOR</b></p>		

To carry out this role you must be competent at [Level 3](#)

Competencies

The role holder should effectively deliver these key requirements for one complete PDR year before competence in role is assumed:

National Occupational Standards (NOS)

[SFJ CM101 Develop, apply and share knowledge in your specialist area](#)

## Personal 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, evaluating evidence and seeking advice where appropriate. Makes clear, timely, justifiable decisions, reviewing these as necessary. 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 - Leading change**

Positive about change, adapting rapidly to changing circumstances and encouraging flexibility in others. Identifies and implements improvements to service delivery, engaging people in the change process and encouraging them to contribute ideas. Finds more cost-effective ways to do things, taking an innovative approach to solving problems and considers radical alternatives.

### **Leadership - Leading people**

Inspires people to meet challenging goals, maintaining the momentum of change. Gives direction and states expectations clearly. Talks positively about policing, creating enthusiasm and commitment. Motivates staff by giving genuine praise, highlighting success and recognising good performance. Gives honest and constructive feedback to help people understand their strengths and weaknesses. Invests time in developing people by coaching and mentoring them, providing developmental opportunities and encouraging staff to take on new responsibilities.

### **Leadership - Managing performance**

Translates strategy into specific plans and actions, effectively managing competing priorities with available resources. Takes a planned and organised approach to achieving objectives, defining clear timescales and outcomes. Identifies opportunities to reduce costs and ensure maximum value for money is achieved. Demonstrates forward thinking, anticipating and dealing with issues before they occur. Delegates responsibilities appropriately and empowers others to make decisions. Monitors progress and holds people to account for delivery, highlighting good practice and effectively addressing underperformance.

### **Professionalism**

Acts with integrity, in line with the values and ethical standards of the Police Service. Acts on own initiative to address issues, showing



energy and determination to get things done. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and challenging situations. Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to make unpopular decisions or 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. Ensures that all staff understand the expectations, changing needs and concerns of different communities, and strive to address them. Builds public confidence by actively engaging with different communities, partners and stakeholders. Identifies the best way to deliver services to different communities. Understands partners' perspectives and priorities, and works co-operatively with them to deliver the best possible overall service to the public.

### **Working with others**

Builds effective working relationships with people through clear communication and a collaborative approach. Maintains visibility by regularly interacting and talking with people. Consults widely and involves people in decision-making, speaking to people in a way they understand and can engage with. Treats people with respect and dignity regardless of their background or circumstances, promoting equality and the elimination of discrimination. Treats people as individuals, showing tact, empathy and compassion. Sells ideas convincingly, setting out the benefits of a particular approach, and striving to reach mutually beneficial solutions. Expresses own views positively and constructively, and fully commits to team decisions.

## Job Summary & Person Specification

**Job Title:** Corporate Support Officer OPCC1712056

**Department:** Office of the Police and Crime Commissioner

**Grade:** D

### **Job Purpose:**

To act as the first point of contact for all visitors and callers to the Commissioner's office in Winchester, helping to improve our service by directing visitors and telephone calls to the correct location in a friendly and efficient manner. Also work as part of the corporate support team to provide assistance to the Commissioner and his office team.

### **Main Responsibilities:**

Provide a front office/reception facility for the office, answering calls to the main telephone number and directing them appropriately;

Maintain and develop systems which record, monitor and forward correspondence;

Support another Administrative Officer in the quarterly and annual preparation of performance figures in relation to correspondence;

Work with the Personal Assistant to provide pre and post meeting support to the Commissioner and Chief Executive;

Assist with day-to-day office management functions such as room bookings and office supplies ordering.

### **Key Decision Making Areas in the Role**

Assess information to establish the correct internal allocation of correspondence;

Provide timely and accurate responses to enquiries;

Allocate and prioritise work to meet deadlines and make best use of resource;

Manage the booking system for meeting rooms within the office.

## Person Specification:

<b>Essential Knowledge, Skills and Experience</b>	<p>Experience of working in a front-of-house position, whether face-to-face or over the telephone, displaying an ability to interact and engage with visitors;</p> <p>A natural communicator with a friendly, positive and outgoing disposition;</p> <p>Computer literacy with experience of using a variety of software;</p> <p>Experience of working as part of a team, but the ability to work autonomously in that set-up;</p> <p>Ability to maintaining good working relationships internally and externally, and at all levels of organisations;</p> <p>A flexible approach to hours of working;</p> <p>Ability to use tact and diplomacy when handling sensitive situations;</p>
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## Working Conditions:

Manual Handling: Objects up to 5 kg on a less than daily basis.  
Display Screen Equipment: Desktop PC.

The information contained in this document is meant for the purpose of recruitment and selection only. A copy of the formal Role Profile that has been used to evaluate the pay and grade information for this post using the Hay Evaluation Tool is available on request from the HR Resourcing Centre on 01962 813900.



## TASK LIST

**Role title:** Decommissioning Lead – Estate Change Programme

**Section:** OPCC

**Role reports to:** Technical Manager – Estate Change Programme

### **Job Purpose:**

To implement and manage building de-commissioning projects and workstream areas within the OPCC Estate which enable specific business change as required throughout the Estate Change Programme.

### **Main Responsibilities/Accountabilities:**

1. Manage and monitor budget for the Decommissioning Workstream within the OPCC Estates Team with a budget of £100,000.
2. Produce clear timetabled project plans using relevant project tools e.g. MS-Project and provide regular communication updates, e.g. highlight reports, status reports, internal and external communications etc.
3. Track progress against project plans, making sure each element is on track, analyse the risks / issues involved and escalate to programme managers and / or key stakeholders.
4. To provide recommendations, advice and reports to the Estate Strategy and Delivery Director, PCC, Force Management Boards, Programme Leads, consultants, suppliers etc. on technical issues, space planning and data analysis
5. Prepare properties and aid in the process of disposal.
6. Provide independent advice to ECP Programme Leads and / or project stakeholders (Subject Matter Experts) as well as managing, monitoring and quality assuring the performance of appointed contractor and consultants
7. Inform OPCC, Hampshire Constabulary and Hampshire County Council departments of planned and actual vacate dates of properties and monitor related activity.
8. Manage ECP facilities staff
9. Manage the termination of contracts.
10. Instruct and manage consultants dealing with rating assessments and arrange for void rates to be claimed wherever possible. Expected annual saving of about £300,000.



11. Reduce or eliminate hazards and liabilities present in the building and its systems while temporarily protecting it until a decision has been made on the future use of the building. This procedure will reduce or eliminate day-to-day operational costs.
12. Liaise with Relocation Managers, Facilities, utility companies, HCC departments, external consultants and others.
13. Understand and manage interdependencies across all key stakeholders including other projects / programmes and / or partners

**Role profile: Decommissioning Lead ECP - 01955**

## Office of the Police and Crime Commissioner

### JOB DESCRIPTION

<b>Job Title</b>	Estate Strategy and Delivery Director
<b>Reporting to</b>	Chief Executive – Office of the Police and Crime Commissioner (line management) Programme SRO Deputy Chief Constable Hampshire Police (programme accountability)
<b>Direct Reports</b>	In-house team of around 30 and consultancy support teams: Project Development team Finance team Project Management consultancy team (Deloitte) Property Marketing and Disposals consultancy team (Lambert Smith Hampton)
<b>Relationships</b>	Police and Crime Commissioner Chief Constable SRO/Deputy Chief Constable and Constabulary Senior Leaders Group OPCC leadership Group Chief Executives and Property Directors in partner bodies
<b>Job Purpose</b>	To ensure the estate strategy is developed to deliver the estate vision and Commissioner Crime and Policing Plan, and to manage the implementation of the estate strategy to time, cost, quality; engaging stakeholders to achieve best value for money strategies and solutions.
<b>Context</b>	The Estate Strategy and Delivery Director enables The Commissioner to develop and deliver property solutions for policing that are fit for purpose, are self-funding in all but exceptional circumstances, and which contribute to a positive balance of investment between front-line policing and support functions.
<b>Key Responsibilities</b>	
<b>Strategy Development</b>	<ul style="list-style-type: none"> <li>• Work with the DCC and senior OPCC and constabulary teams, and with public sector stakeholders, to develop a 10-year costed (capital/revenue) estates strategy and implementation plan for the delivery and maintenance of an estate that is fit for purpose. As part of strategy development, work with the DCC and senior OPCC and constabulary teams to test – from a property investment perspective - the Operational Requirement underpinning the requirement for infrastructure investment including on the estate.</li> <li>• Advise the SRO, Estate Development Programme(EDP) Programme Board and the Commissioner on the strategy and implementation plan.</li> </ul>

	<ul style="list-style-type: none"> <li>• Lead the development of key projects within the EDP Programme and advise the Programme Board on individual investments including options analysis and delivery of the key principles required to underpin the strategy: <ol style="list-style-type: none"> <li>1. The estates programme is to act as an enabler to deliver the EDP vision.</li> <li>2. Evidence underpinning the operational requirement is to be tested against current and future initiatives and trends, both within the force and with partners.</li> <li>3. The Programme Board will consider the wider property context across Hampshire and the Isle of Wight, to maximise usage of the wider public estate and avoid HC estate underutilisation. Space leasing from partners should where possible be realised at less than market rates.</li> <li>4. Investment decisions should as far as possible be self-funding with up-front investment costs being met from disposals and cost-savings unless there are exceptional circumstances. Investment decisions should contribute to on-going revenue cost savings. Short-term borrowing may be required for cash-flow purposes.</li> </ol> </li> <li>• Work with Hampshire County Council in the joint working programme to ensure that the business plan for routine estates management and facilities management is aligned with the EDP.</li> <li>• Work with the Constabulary change programme to ensure that estates issues are considered as part of the overall plan and that the EDP is aligned with the future direction of the Force.</li> </ul>
<hr/> <p><b>Programme Management and delivery</b></p>	<hr/> <ul style="list-style-type: none"> <li>• Develop the EDP implementation plan using a programme management approach and techniques. Advise the Programme Board on the implementation plan, including annual refreshes.</li> <li>• Lead the programme management of the EDP implementation plan, including the management of costs, risks and benefits.</li> <li>• Lead on key stakeholder engagement on the delivery of the EDP and its refresh, identifying and providing structured engagement with key partner organisations relevant to best use of the whole public estate.</li> <li>• Ensure, advising the SRO and Programme Board as necessary, that strict change control mechanisms are applied to avoid requirement and cost-creep and to ensure the delivery of operational benefits from the estates work.</li> </ul>
<hr/> <p><b>Operational and Team</b></p>	<hr/> <ul style="list-style-type: none"> <li>• Manage the EDP team and consultancy support teams to deliver to</li> </ul>

<p><b>Management</b></p>	<p>the EDP Programme Board in line with the Board's Terms of Reference.</p> <ul style="list-style-type: none"> <li>• Review the people business model for the development and delivery of the EDP including the model for the split between in-house, shared services, and outsourced work. Advise the CE OPCC and SRO accordingly on necessary changes to achieve the best VFM support solution for the longer term.</li> <li>• Work with the OPCC Head of Communications on estates communications to staff and external communication to the media, stakeholders, partners and public of Hampshire Constabulary.</li> <li>• Represent The Commissioner and Deputy Chief Constable at external stakeholder engagement sessions on estates matters and on relevant regional property Boards/committees.</li> </ul>
<p><b>Key Skills and Experiences Required</b></p>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent professional qualification</li> <li>• A minimum of 5 years' experience in strategy development and complex programme delivery. Significant proven experience in devising and delivering change and/or infrastructure programmes to time, cost, quality with full delivery of SRO benefits.</li> <li>• At least 10 years experience of running major programmes which could be transformational change programmes or major delivery programmes</li> <li>• Proven Programme management skills based on OGC Gateway and Prince 2 principles.</li> <li>• Significant experience in a leadership role of a private or public sector organisation with a substantial resources impact.</li> <li>• Experience and proven effective delivery in the implementation of change and the leadership and advocacy of business improvement and management. <ul style="list-style-type: none"> <li>• Excellent leadership skills and behaviours demonstrating a drive and ambition for service delivery and improvement.</li> <li>• High quality communication and presentation ability.</li> <li>• Very effective negotiation and interpersonal skills that give confidence and trust at the highest level amongst customers.</li> <li>• Demonstration of initiative, innovation and creation of business focused solutions.</li> </ul> </li> <li>• Relevant and strong understanding of issues impacting on estates and property development, acquisition and maintenance</li> <li>• Sound judgment and a clear understanding of the consumer,</li> </ul>



	<p>business and Crime Prevention environments.</p> <ul style="list-style-type: none"> <li>• Proven stakeholder management skills to deliver shared solutions providing benefits to all partners</li> <li>• Good commercial understanding and financial acumen to deliver major projects to time, cost, quality.</li> <li>• Change leadership skills to deliver high-performing teams during periods of change and operational delivery.</li> <li>• Experience of preparation and presentation of key reports to Board level audience.</li> <li>•</li> </ul>
<b>Desirable skills</b>	<ul style="list-style-type: none"> <li>• Experience in Land &amp; Property/Infrastructure more generally is desirable coupled with a proven ability to understand and translate technical requirements into strategy and delivery plans</li> <li>• Knowledge of police organisation and structure or other public service organisations</li> <li>• Production of Annual Business Plans, budgets and reports</li> <li>• Experience of organisational design and development</li> <li>•</li> </ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Decision making</b> - Assimilates complex information quickly, weighing up alternatives and making sound, timely decisions. Gathers and considers all relevant and available information, seeking out and listening to advice from specialists. Identifies the key issues clearly, and the inter-relationship between different factors. Considers the wider implications of different options, assessing the costs, risks and benefits of each. Makes clear, proportionate and justifiable decisions, reviewing these as necessary.</li> <li>• <b>Leadership - Leading change</b> - Establishes a clear future picture and direction for the team, focused on delivering the Commissioner's vision. Identifies and implements change needed, thinking beyond the constraints of current ways of working, and is prepared to make radical change when required. Thinks in the long-term, identifying better ways to deliver value for money services and encourages creativity and innovation within the operating unit.</li> <li>• <b>Leadership - Leading people</b> - Inspires people to meet challenging organisational goals, creating and maintaining the momentum for change. Gives direction and states expectations clearly. Talks positively and creates enthusiasm and commitment by recognising good performance, and giving genuine praise. Promotes learning and development, giving honest and constructive feedback to help people understand their strengths and weaknesses, and invests time in coaching and mentoring staff.</li> <li>• <b>Leadership - Managing performance</b> - Creates a clear plan to deliver agreed performance in line with the Police and Crime Plan's priorities.</li> </ul>

	<p>Agrees demanding but achievable objectives and priorities for themselves and the team, and assigns resources to deliver them as effectively as possible. Identifies opportunities to reduce costs and ensure maximum value for money is achieved. Highlights good practice and uses it to address underperformance. Delegates responsibilities appropriately and empowers others to make decisions. Monitors progress and holds people to account for delivery.</p> <ul style="list-style-type: none"><li data-bbox="446 443 1428 689">• <b>Professionalism</b> - Acts with integrity, delivering on promises, demonstrating personal commitment, energy and drive to get things done. Defines and reinforces standards, demonstrating these personally and fostering a culture of personal responsibility within the team. Asks for and acts on feedback on own approach, continuing to learn and adapt to new circumstances. Takes responsibility for making tough or unpopular decisions. Demonstrates courage and resilience in difficult situations, defusing conflict and remaining calm and professional under pressure.</li><li data-bbox="446 734 1428 1043">• <b>Collaborative Working</b> - Builds effective working relationships with people through clear communication and a collaborative approach. Maintains visibility to staff and ensures communication processes work effectively. Consults widely and involves people in decision-making, speaking to people in a way they understand and can engage with. Treats people with respect and dignity regardless of their background or circumstances, promoting equality and the elimination of discrimination. Treats people as individuals, showing tact, empathy and compassion. Sells ideas convincingly, setting out the benefits of a particular approach, and striving to reach mutually beneficial solutions.</li></ul>
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## **Job Summary & Person Specification**

**Job Title:** Executive Advisor

**Location:** Winchester

### **Job Purpose**

To ensure the OPCC's corporate support services, which include finance, reception, secretarial, records management and information compliance, is both efficient and effective.

To advise the Chief Executive on OPCC compliance and provide effective corporate support to the PCC.

To prepare speeches, letters and presentations for the CEX on a wide range of related topics.

### **Main responsibilities**

#### **Strategy Development and Implementation**

- Leading, developing, co-ordinating, monitoring and reviewing training, Learning and development and corporate support strategies within the OPCC to ensure the corporate context is reflected in a positive and proactive manner and to ensure that service delivery is both progressive and business driven.
- Create and develop Corporate Policies and Procedures in relation to information compliance including complaints to ensure quality of service.
- Management of the Records Management Function including development and implementation of local policies and procedures.
- Identifying solutions for complex issues including managing the risks to the OPCC

#### **Research and Data Analysis**

- Develop, analyse and monitor OPCC internal performance data. Analyse OPCC compliance and complaints data

### **OPCC compliance**

- Taking corporate responsibility for all complaints related matters.
- To manage complaints made directly to the Police and Crime Commissioner and to the Police and Crime Panel in accordance with corporate complaints procedure

### **Budget Management**

- Management of the OPCC's corporate support budgets, including making recommendations as appropriate and ensuring the provision of accurate and up to date information to aid project and business development.
- Managing the SLA's for the delivery by the Legal Advisor and CFO and ensuring that budget monitoring and finance procedures are adhered to.

### **Staff Management and Development**

- Managing, developing and motivating a team of staff across a range of disciplines and skill levels in order to ensure the department has access to a motivated, efficient and effective support service to a wide range of functions

### **Advice and Guidance**

- Providing advice and guidance to colleagues, senior staff and the Commissioner to aid understanding of policies / data and gain ongoing commitment to new initiatives and change. Playing an active role in giving of advice in relation to Health and Safety issues, including representation upon relevant organisational groups.
- To develop effective performance monitoring systems.
- To liaise with senior staff and other key agencies/partners to ensure all relevant data and evidence of best practice is gathered to aid strategic planning and service improvements

### **Corporate and statutory initiatives**

- To ensure that all policies in relation to the role are developed in accordance with national standards and relevant legislation. To ensure that the public have equal access to the service by offering an approachable and flexible service.

### **Key Decision Making Areas in the Role**

- Interpretation of corporate strategies, policies and procedures and how to implement within the OPCC.
- Negotiation with external contractors and internal suppliers to agree contract terms and conditions.
- Creation of Policies for the Office of the Police and Crime Commissioner.
- Interpretation of the law, guidance and policies of the Elected Local Policing Bodies and Police and Complaints Misconduct regulations, Local Government Ombudsman, the Information Commissioner.
- Decide when to escalate to Chief Officers, the Chief Executive or the Commissioner.
- Identifying solutions, actions and responses to complaints and requests for information.
- Deciding on course of action on complex enquiries, complaints or requests.
- Day to day management decisions required for the team.

### **Role Dimensions – financial (e.g . annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

#### **The post holder will:**

- Be pivotal in ensuring rigorous and robust performance review.
- Manage approximately 4 staff
- Have direct management of circa £170k office management budget and £190k compliance budget.

### **Person Specification**

<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> </ul>
<b>Desirable Qualifications</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Essential Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>• Good working knowledge of policing and the wider public sector</li> <li>• Ability to deal with a range of inter-related issues</li> <li>• Significant experience of managing people to deliver a given output within an agreed timeframe</li> <li>• Excellent oral and written communications skills, including demonstrable ability to work with people at all levels</li> <li>• Strong interpersonal skills, including the ability to negotiate solutions to problems and network with others.</li> <li>• Proven ability to problem solve and deliver innovative solutions and be able to work creatively, coming up with new and imaginative ideas and collaborating with others to identify fresh approaches</li> <li>• Knowledge and understanding of the requirements of relevant legislation, its principles and its relation to performance management</li> <li>• An understanding of the balance between local operational needs, strategic aims and public perceptions</li> <li>• Experience of working with directly elected individuals</li> <li>• Able to travel within and outside the OPCC area as necessary</li> </ul>
<b>Desirable skills and knowledge</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

HAMPSHIRE COUNTY COUNCIL

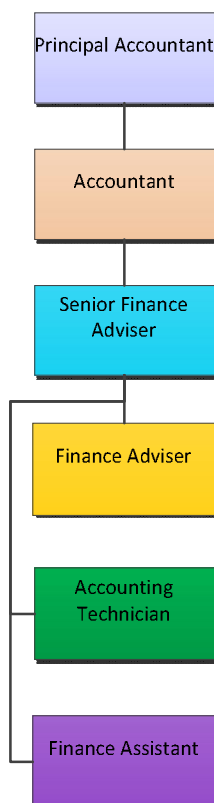
**ROLE PROFILE FORM**

**Data Protection Act 1998. The information you provide on this form is to enable Hampshire County Council to evaluate the role. The information may also be used, in full or part, to support other processes such as performance development review, induction, recruitment and training, and development. The information will be stored electronically and in hard copy format and made available only to Hampshire County Council staff and trade union representatives involved in these processes. Any data required for statistical/research purposes will be depersonalised.**

**(See Guidance Notes)**

	<b>ROLE PROFILE FORM Reference Number.</b>	<b>02269</b>
<b>1</b>	<b>DEPARTMENT</b>	Corporate Resources
<b>2</b>	<b>SECTION</b>	Finance
<b>3</b>	<b>GROUP SPECIALISM</b>	Finance
<b>4</b>	<b>ROLE TITLE IN FULL</b>	Finance Adviser
<b>5</b>	<b>SAP ROLE TITLE (No greater than 40 characters long)</b>	Finance Adviser
<b>6</b>	<b>STATUS OF ROLE PROFILE (i.e. New; revision; generic; challenger; deleted)</b>	Revision
<b>6a</b>	<b>Date of change in status / effective date</b>	01 June 2014
<b>7</b>	<b>ROLE REPORTS TO (Supervisor/manager's role title) :</b>	Senior Finance Adviser / Accountant / Principal Accountant / Deputy Finance Manager
<b>8</b>	<b>ROLE PURPOSE (Why the role exists)</b>	
To provide quality financial advice and support to managers relating to relevant financial and accounting processes for the area of work/team (e.g. effective preparation and monitoring of budgets, and reporting of actual income and expenditure) in accordance with financial regulations and procedures, and in line with timescales and work plans agreed with the Senior Finance Adviser or Accountant.		

**9. ORGANISATION STRUCTURE**



**10. Accountabilities**

**Accountability statements are the key functions of the role which in combination make up the main purpose. They combine the task with a resource and a clear outcome.** Typical examples include Resource Management, Finance, Systems, Supervision, Professional Direction, Policy, Administration, etc.

To work as part of a team in the delivery of professional advice and guidance to managers across the County Council, it's partners and other external organisations, in order to ensure effective and timely financial information is available to support financial and accounting processes and reporting to senior management.

Be proactive in making recommendations for how financial processes can be improved to enhance the effectiveness and efficiency of the finance service as appropriate.

Where relevant, to ensure external specific grants are distributed in accordance with Government requirements and all necessary communications are in place and statutory returns are completed fully and promptly.

To maintain financial accounting, recording and monitoring systems to support standard processes, and ensure a proactive role is taken to supporting and



challenging managers where appropriate (e.g. budget holders in the customer departments). Where appropriate, ensure that annual budgets and statutory returns/reports are prepared according to corporate budget guidelines and in accordance with agreed timetables. Appropriate issues promptly escalated to Senior Finance Adviser or Accountant.

To work as part of a team to ensure that the agreed month end close and year end closedown procedures are effectively communicated and acted upon by all relevant customer groups and that quality working papers produced.

To supervise and coach less experienced staff to help them develop in their role.

To communicate promptly and appropriately with all customers to ensure they understand all relevant financial requirements, as directed by the Senior Finance Adviser or Accountant.

To contribute to the operation of the team and group by:

- attending and participating in team meetings
- following and helping to develop the use of defined quality budget processes, and
- Demonstrating a commitment to customer care.

Maintain an awareness of corporate and departmental equalities and health and safety policies and procedures and apply them in the day to day requirements of the job.

## **11. Key Decision Making Areas in the Role**

In conjunction with managers, interpret and communicate financial regulations and other guidance in a way that non-finance staff are able to understand.

Ensure financial regulations are followed at all times.

Discuss and agree work programmes with the Senior Finance Adviser or Accountant, helping customers to manage /undertake their financial processes and, where appropriate, keep within cash limits.

## **12. Role Dimensions – financial (e.g. annual revenue budgets) and non-financial units (e.g. workload, customers / staff)**

These roles are based within Operational Finance, Corporate Accounting, Pensions, Investments & Borrowing or EFS, carrying out technical financial and accounting work. A key requirement is the ability to interpret and communicate complex financial regulations and procedures, and ensure these are complied with.

Some supervision, but not line management, of staff.

The roles will have an indirect impact on all the budgets of the County Council either from a department's perspective or corporately.

**13. Main contacts – external / internal customer contacts and purpose. Frequency and level of contact may also be relevant.**

A number of roles will involve contact with staff and managers within the customer departments (e.g. Budget Holders), as well as Partnerships, schools and other organisations. Role may involve the need to question and challenge managers to ensure effective financial probity and compliance financial regulations, procedures and processes. Other contacts may also include internal and external auditors,

**14. Working Conditions – Please state the nature of the typical working conditions. i.e. the environmental and physical factors involving physical effort or strain. Please state the frequency of occurrence, e.g. infrequent, occasional, frequent or continuous.**

Office environment. Some travel round the County depending on the area of work being supported.

**15. Role requirements for operational effectiveness.**

Please state the essential skills, qualifications and types of experience which are required for operationally effective service delivery. Additional and desirable attributes or qualifications, e.g. a degree or membership of a professional body should only be included where the employing department believes that the role cannot be effectively performed without it.

- Qualified member of the Association of Accounting Technicians or agreed equivalent relevant qualification

Experience of/ability to:

- Supporting the delivery of the key accounting functions (e.g. budget preparation, budget monitoring and year end accounts)
- Evidence of being able to manage and control work to professional and quality standards within appropriate deadlines.
- Able to use financial systems and applications to extract and interpret relevant information.
- Experienced in using spreadsheets and word processing software in order to analyse and present information.
- Able to display professional development beyond that acquired during the normal course of a job or formal training and commitment to continuous professional development.
- Understanding of the role and responsibilities of a supervisor, including giving and receiving positive feedback and constructive criticism.

**16. Context / Additional Information**

Finance Advisers at this level are expected to show initiative and a self-starting approach in order to carry out the day-to-day financial processes and to provide timely and accurate financial analysis and reporting /information. . The strict financial controls and audit procedures, as well as government accountability requirements, mean the role holders play a significant part in ensuring positive external audit feedback. At the same time, the constraints in terms of meeting tight timetables make the work demanding.

## ROLE PROFILE

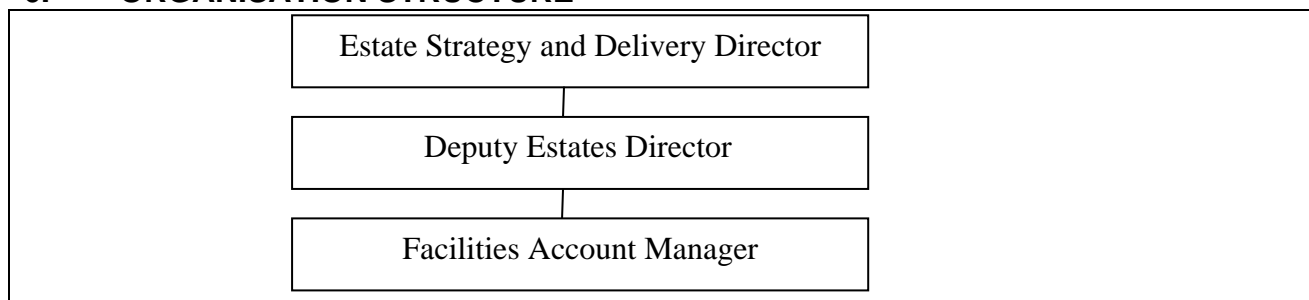
**Data Protection Act 1998. The information may be used, in full or part, to support processes such as performance development review, induction, recruitment and training and development. The information will be stored electronically.**

	<b>ROLE PROFILE FORM Reference Number.</b>	01709
<b>1</b>	<b>DEPARTMENT</b>	Office of the Police and Crime Commissioner (OPCC)
<b>2</b>	<b>SECTION</b>	Estate Change Programme (ECP)
<b>3</b>	<b>ROLE TITLE IN FULL</b>	Facilities Management Account Manager
<b>4</b>	<b>ROLE REPORTS TO (Supervisor/manager's role title)</b>	Deputy Director

### 5. Role Purpose

To facilitate, develop and review facilities management related issues and functions for the OPCC and HC operational units in order to ensure that they operate in the most effective way. To act as the interface between OPCC and external service providers and Hampshire County Council Facilities Management staff on all related property matters. To ensure that all revenue funded work and business as usual activities are delivered efficiently within budgetary and timescale constraints.

### 6. ORGANISATION STRUCTURE



### 7. Accountabilities

#### ***Effective Management of Building Related Issues Which Affect Service Delivery***

- Single point of contact for all partners, external service providers and term contractors
- Ensure that the Constabulary buildings are able to fully function 24 hours a day, 365 days a year.
- Filter building and equipment related issues; matters relating to both Health & Safety and Fire safety and in liaison with the Property Services Account Manager any matters arising from other Statutory and Regulatory organisations as to resolve, deliver or otherwise identify areas of primary concern.
- Resolving building and equipment related issues in order to keep Hampshire Constabulary operational.



## **Premises Management**

Undertake the duty of co-ordinator within OPCC so as to provide an agreed response on facilities related issues which affect the OPCC and HC's occupancy and service provision.

Coordination of induction for all new staff to the building

Postal services

Health and Safety

Key holder arrangements

Building cleaning

Parking permit allocation

Management of Cleaning / Compliance

Grounds Maintenance

Office resources

Local Security

Reception Services

Resolve building related issues liaising with other departments: energy, waste management, environmental compliance, H&S

Liaising with the Constabulary, partners and interested parties as to timescales and priorities in order to ensure effective management.

Seek advice regarding Statutory and Regulatory requirements to brief others or so as to set the parameters in order to achieve compliance by implementing and managing the works.

## **Facilitation and Management of Revenue works**

- Co-ordinate to budget setting for revenue budgets
- Agree prioritisation of revenue budgets for facilities services
- Monitor and report on revenue budgets for facilities services
- Take overall responsibility for the procurement systems for all office equipment, ensuring purchasing is in line with the corporate procurement strategy and the corporate sustainability strategy.

## ***Furniture and Equipment***

- Support the Product Advisory Panel.
- Ensure the standards for all furniture and equipment purchased by the OPCC are met.
- Liaise with selected manufacturers for bespoke furniture and equipment.
- Co-ordinate the delivery and commissioning of replacement furniture and equipment.
- Co-ordinate specialist advice from Occupational Therapists and Moving and Handling Trainers.
- Support phased renewals of furniture and equipment.



### ***Development and Implementation of Departmental Strategic Initiatives***

Provide a key role in co-ordination of work in so far as it affects service delivery.

- Participate in the formulation of the Brief for the project to reflect the needs of the Client.
- Secure and maintain support on across partners and external service providers to ensure the effective implementation of ongoing minor projects and business as usual maintenance work.

### ***Health & Safety***

- Working proactively in the promotion of Health and Safety with contractors, suppliers, technical staff, Operational Police Officers and other building users.
- Agreeing priorities with others for the resolution and elimination of immediate hazards. Agree the prioritisation with others of all hazards not classed as immediate for inclusion in a programme of work.
- Take a lead in the promotion of Health and Safety by undertaking regular liaison visits to ensure compliance.
- Ensure risk assessments and fire procedures are promoted and undertaken.

## **8. Corporate and Statutory roles**

Maintain an awareness of national, corporate and departmental initiatives, policies and procedures (e.g. Health and Safety, equalities, sustainability and those linked to the Social Care improvement agenda) and apply them in the day to day requirements of the job, including reflecting those in advice and recommendations to OPCC and HC and as appropriate, other agencies.

## **9. Key Decision Making Areas in the Role**

- Assess the suitability and sufficiency of accommodation within HC to decide on priorities for spending and investment and make recommendations to Senior Managers.
- Influence and steer spending of the OPCC capital budgets.
- Authorisation of capital and revenue expenditure by delegated authority from the budget holder for furniture and equipment up to of £100k.

## **10. Role Dimensions – financial (e.g . annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

- Preparing and prioritising facilities management activities and works for inclusion within the OPCC revenue budgets.



**11. Main Contacts – external/internal customer contacts and purpose- Frequency & level of contact may also be relevant.**

- Meetings and liaison with partners, external service providers and other maintenance contractors.
- Working with of multi-disciplinary project teams on a routine basis for the effective delivery of projects, encompassing contacts within partners and external service providers government departments and members of the public.

**12. Working Conditions**

- Providing a prompt response by telephone and e-mail on urgent matters which affect service delivery.
- Exposure to service users with challenging behaviour whilst undertaking site visits.
- Regular driving to operational units and other establishments required.

**13. Context/additional information**

- The duties of the post are high profile in terms of contacts (Chief Officers, elected members, regulatory bodies and Operational Police Officers) and also in terms of role content (e.g.. Station closures/major capital investment/strategic planning and service delivery involving large sums of capital investment).
- The role requires some time out of the office at meetings. As a consequence the role holder works with a high degree of autonomy and must be able to make good use of time management skills.
- Serving on strategic task groups, monitoring standards within operational units.

**14. Role requirements for operational effectiveness.**

- Graduate or minimum of 5 years experience working with the Policing Service
- Ability to project manage complex tasks, including the determination of priorities with key partners.
- Experience of successful budget planning.
- Preparation and presentation of reports and briefing papers for senior managers.
- The ability to identify and develop cost effective solutions for premises investment, to meet the needs of customers and optimise the funding available from all potential internal and external sources.
- High level of interpersonal skills and the ability to understand and relate to the needs of the service, operational managers, technical staff and external agencies.
- The ability and credibility to develop and maintain a network of senior contacts both inside and outside the OPCC and HC.

- The capacity to be self-motivating and innovative, and to contribute fully as a team member.
- Full UK Driving Licence and own car for travel.

**15. Initial induction/training required to become effective in the role**

- Development of effective relationships with a wide cross section of individuals comprising operational police officers, members of the public and elected members.
- Development of a sound understanding of the OPCC and the statutory and political basis for this.
- Developing political awareness to enable to the role-holder to identify and appropriately address sensitive issues.
- Development of awareness of OPCC and HC specific procedures, policies and practices and local area/geography.
- Development of a sound understanding of funding streams and financial constraints.

**16. Estimated time to become operationally effective**

3 Months

**17. How effectiveness in role is to be demonstrated**

- Effective prioritisation and management of budgets under the post holder's control.
- Establish credibility with Senior Operational Police Officers, external service providers and term maintenance contractors to secure and maintain their confidence in and agreement to proposed actions/projects.
- Progress minor works and revenue projects against defined timescales.
- Define the initial project brief and agree this with relevant parties to ensure delivery of essential works so that best use can be made of the OPCC's budget for property maintenance improvements together with furniture and equipping.
- Establish effective professional relationships and networking with contacts in other departments (e.g.. Architects, planners, surveyors, engineers, laboratory staff) and with their counterparts in HCC, H3, other external service providers and term maintenance contractors.
- Provide a pivotal role in responses to external agencies in the provision of services and statutory notices.

**18. Characteristics the advanced role holder will demonstrate**

- Innovative tactical thinking resulting in detailed solutions to OPCC strategic planning issues so as to meet the needs of PCC's Estate, and HC in general, more effectively.
- Representing the OPCC at implementation groups.



- Dealing effectively with Operational officers on a collective/forum basis to take forward county-wide policy issues.
- Reviewing procedures and practices to improve the management and delivery of strategic planning issues.
- Have an incisive view as to the workings of HC and understanding the needs of operational Policing

**Office of the Police and Crime Commissioner for Hampshire**

**JOB DESCRIPTION**

<b>Job Title</b>	Head of Communications and Engagement
<b>Reporting to</b>	Chief Executive – Office of the Police and Crime Commissioner for Hampshire
<b>Direct Reports</b>	<ul style="list-style-type: none"><li>• Communications and Engagement Officers (5 FTE)</li></ul>
<b>Relationships</b>	Police and Crime Commissioner for Hampshire OPCC Senior Leadership Team Hampshire Constabulary Head of Communications CSPs/NGOs/relevant charities Media and news agencies
<b>Job Purpose</b>	To ensure the Commissioner is fully engaged with all stakeholder groups at a national and local level, influencing strategic direction and policy implementation whilst interlinking with the Constabulary's internal and external communication strategies, creating an overall strategy fully aligned to the priorities in the Police and Crime Plan.
<b>Context</b>	The Head of Communications and Engagement is fully conversant with all stakeholder issues and supports the Commissioner to be a high profile advocate of policing and crime reduction, driving proactive engagement with the community through engagement strategies via all forms of social and traditional communications networks, working alongside the OPCC Senior Leadership Team and the Constabulary's Chief Officers Group.

## Key Responsibilities

<b>Strategic Communications</b>	<p>Develop strategies and implement plans for external communication and marketing that support the achievement of the goals and objectives as defined within the Police and Crime Plan;</p> <p>Maintain an understanding of the wider picture nationally on relevant issues in order to anticipate, advise, develop and implement appropriate responses;</p> <p>Support the Commissioner to be a key player on the local, regional and national stage and be proactive with the media, acting as the Commissioner's spokesperson where appropriate;</p> <p>To create, implement and continually monitor an effective infrastructure for the function, ensuring the Police and Crime Plan is at the core of all interventions, both internal and external key stakeholders are identified and served;</p> <p>To drive proactive media campaigns aligned to the Police and Crime Plan, raising the public's awareness of the Plan and the role of the Commissioner, identifying key areas of concern and actively engaging the community;</p> <p>Manage the Commissioner's social network, website and traditional media channels to ensure proactive, real time engagement of the Commissioner with national/regional/local stakeholders and journalists;</p> <p>Identify, plan and implement marketing campaigns aligned to the Police and Crime Plan, preserving and promoting the Commissioner's profile and OPCC brand.</p>
<b>Stakeholder Engagement</b>	<p>To represent the Commissioner on national and regional groups, to facilitate networking and sharing of best practice, developing strong working relationships with other agencies, opinion formers and media leaders to ensure the Police and Crime Plan is understood and supported.</p>
<b>Public Consultation and Engagement</b>	<p>Ultimate responsibility for the development and delivery of the Commissioner's consultation strategy to ensure it is focussed, co-ordinated and meets all statutory requirements and supports the Commissioner's decisions;</p> <p>Lead on the Commissioner's engagement with the public to ensure he has an active presence across Hampshire and the Isle of Wight;</p>

<p><b>Corporate Branding and Internal Communications</b></p>	<p>Ensure accurate and reliable results from public engagement are fed into the Commissioner’s budget setting and development of priorities;</p> <p>To ensure active engagement with national organisations, creating an engagement strategy with local community groups, providing forums for debate and absorbing of concerns and criticism.</p> <hr/> <p>To be responsible for developing the corporate style and brand for the Commissioner and ensure it is used appropriately;</p> <p>To act as lead for the Senior Management Team on internal communication matters to staff and external communication matters to the media, stakeholders, partners and public of Hampshire and the Isle of Wight;</p> <p>To ensure the work of the OPCC takes into account corporate and statutory requirements, positively promoting initiatives when appropriate. That all communications take into account legal requirements such as libel, copyright and data protection.</p> <hr/> <p><b>Operational Communications Management</b></p> <p>Ensure performance information is gathered and used effectively to influence external audiences, build understanding and promote consistent messages both internally and externally.</p> <hr/> <p><b>Leadership and Management</b></p> <p>As a member of the Senior Leadership Team and Senior Management Team, actively contributing to the strategic leadership and management of the OPCC to enable it to fulfil its aims and objectives.</p> <p>Leading and managing the Communications and Engagement Team so that team members work together, and with other OPCC colleagues, in an integrated and proactive way in pursuit of organisational goals.</p> <p>Fostering amongst staff the values, attitudes and behaviours of the OPCC Staff Charter by role modelling these at all times.</p>
<p><b>Role requirements for operational effectiveness</b></p>	<ul style="list-style-type: none"> <li>• Significant experience in a lead role within a major Corporate Communications and Media Relations function with significant proven practical experience in conducting, managing and leading engagement strategies with communities, local and national agencies and media and partner organisations;</li> <li>• A track record of effective media engagement demonstrated through a clear understanding of the consumer and business environments;</li> <li>• Demonstrable ability to lead and manage staff</li> </ul>

	<ul style="list-style-type: none"><li>• Evidential stakeholder management and leadership skills and experience with proven responsibility of effectively minimising threats to corporate reputation and maximising brand effectiveness;</li><li>• Experience in developing corporate infrastructure to deliver strategic and operational requirements, with clear measures of success;</li><li>• Experience in analysing complex data sets and disseminating the results in a suitable format for all levels of expertise;</li><li>• Experience of preparation and presentation of key reports to a Board level audience;</li><li>• Experience supporting the creation of Annual Business Plans, budgets and reports;</li></ul>
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**Office of the Police and Crime Commissioner for Hampshire**

**JOB DESCRIPTION**

<b>Job Title</b>	Head of Policy and Performance
<b>Reporting to</b>	Chief Executive – Office of the Police and Crime Commissioner for Hampshire
<b>Direct Reports (tbc)</b>	Policy and Performance Team
<b>Relationships</b>	Police and Crime Commissioner for Hampshire Chief Constable/ ACPO OPCC Senior Leaders Team OPCC Management Team Hampshire Constabulary Head of Criminal Justice Unit Hampshire Constabulary Head of Performance CSPs/NGOs/Relevant Charities
<b>Job Purpose</b>	To be the OPCC strategic lead on Hampshire Constabulary Performance evaluation and analysis management, ensuring detailed scrutiny and analysis of both the Force's and stakeholder performance indicators. Commissioning specific research on key Criminal Justice Unit indicators and providing strategic advice to the Commissioner in order to hold the Chief Constable to account and ensuring all interventions are fully aligned to the Police and Crime Plan priorities, and adhere to all ethical, statutory and Government standards.
<b>Context</b>	The Head of Policy and Performance is the principal advisor to the Police and Crime Commissioner and the OPCC Chief Executive on the strategic direction and performance of the Chief Constable's achievements against the Police and Crime Plan priorities, whilst implementing the necessary performance frameworks to provide robust analysis on both the internal and external key performance indicators of the Chief Constable's delivery against the Police and Crime Plan.
<b>Key Responsibilities</b>	
Performance against Police and Crime Plan Priorities	To ensure the Police Control Strategy and Strategic Assessment reflect the priorities of the Commissioner as well as national and local priorities, providing advice, influence and challenge to ensure the Force's view of strategic assessment is informed by the OPCC;  To create, implement and oversee an integrated 'Performance Plan for both the Force and the OPCC, with formal quarterly and annual

<p>Performance Accountability Framework</p>	<p>reviews, directly linked but independent from the Force’s own planning cycle;</p> <p>To lead on Stakeholder accessible performance reporting mechanisms, including exception reporting, risk management and monitoring effectiveness of subsequent tasks and actions to ensure transparency and continuous engagement with key stakeholders;</p> <p>To continually assess the effective influence of the Police and Crime Plan on Criminal Justice and Community Safety Partnership priorities, influencing partner agencies to create/amend accountability frameworks to create a cohesive link into the Police and Crime Plan.</p> <hr/> <p>Develop a shared reporting and scrutiny framework for the Force and OPCC, drawing on both quantitative and qualitative data from within the Force and drawing on data from partner organisations, ensuring triangulation of information to ensure objective reporting;</p> <p>To provide regular performance briefings for the Commissioner and Chief Executive via exception reporting with high level summary to support bi-laterals with the Chief Constable, including personal briefings, contextual analysis and quality assurance on the Force’s own data production;</p> <p>To be the lead HMIC contact for the OPCC, attending preparation meetings for HMIC inspection, reporting and advising the Commissioner on holding the Chief Constable to account for responses and action plans arising from inspections;</p> <p>To be the lead LCJB contact for the OPCC, providing briefings to the PCC on issues by exception and to assess risk of adverse reaction, supporting the Commissioner when attending LCJB meetings;</p> <p>To influence the Force’s research analysis to develop particular lines of enquiry not seen as core to the Force, providing clear milestones, outcomes and measurement of success.</p> <hr/>
<p>Public Scrutiny Framework</p>	<p>To design, implement and manage a Public Scrutiny Framework (PSF) model to support the Commissioner holding the Chief Constable to account against the priorities, as set out in the Police and Crime Plan, to ensure good stewardship of policing beyond the Commissioner’s tenure, identifying relevant partner organisations to provide intelligent thinking around the impact of policing interventions, highlighting local views, concerns and best practice;</p> <p>As part of the PSF identify and engage Assistant PCCs to provide research analysis and performance management service and advice to the Commissioner, developing pilots on wider Criminal Justice issues Scanning at strategic level;</p> <p>Through continuous networking at national and force level, feed into the</p>

<p>National and Local Policy</p>	<p>PSF and Commissioner Briefings, emerging trends or issues which may impact on the Police and Crime Plan priorities and the Force's performance;</p> <p>To provide expert advice on the impact of, and performance against policing targets, including the social impact of CSPs and Value for Money.</p> <hr/> <p>To ensure understanding of non PCC targets and legislation related to policing, such (as the strategic policing requirement and HMIC reports and assessments, ensuring all political and social influencers are monitored and regularly reviewed;</p> <p>To maintain a forward look on policy development of lobbying individuals/bodies, their current thinking and impact on legislative bodies and other PCCs' strategic policy formation, identifying added value for potential localised interventions relevant to the Police and Crime Plan;</p> <p>To identify relevant partner organisations and provide intelligent thinking around the impact of policy design and interventions, highlighting local views, concerns and good practice whilst keeping the Police and Crime Plan at the heart of policy advice, planning and implementation;</p> <p>To advise and influence the OPCC Engagement Strategy, ensuring the measures of success are at the heart of all policy design, building relationships with key stakeholders and providing the Commissioner with direct lines into local and national 'decision makers'.</p>
<p><b>Key Decision Making Areas in the Role</b></p>	<p>Lead on development of the OPCC's performance monitoring strategy and framework to include effective oversight of policing delivery and partners' delivery against the Police and Crime Plan;</p> <p>Lead negotiations and influencing with partners of any required new performance measures;</p> <p>Develop and implement the Commissioner's oversight and scrutiny process for effectively holding the Chief Constable to account for efficient and effective policing across Hampshire and the Isle of Wight;</p> <p>Contribute to development of effective performance and reporting arrangements for collaborations.</p>
<p><b>Role Dimensions– financial (e.g. budgets) and non-financial units (e.g. workload, customers/staff)</b></p>	<p>A member of the Senior Leaders Team;</p> <p>The post holder will:</p> <ul style="list-style-type: none"> <li>- develop the team structure to support this area of work;</li> <li>- Play a pivotal role in ensuring rigorous and robust performance review</li> </ul>



	<p>of the police and partners involved in delivering against the Police and Crime Plan;</p> <p>- Represent the Commissioner at forums, locally, regionally and nationally.</p>
<p><b>Role requirements for operational effectiveness</b></p>	<p>A minimum of 5 years' experience in leading Performance Management and Quality Assurance functions with significant proven practical experience in conducting, managing and leading social research (qualitative and quantitative methods);</p> <p>Experience in developing bespoke Performance Framework models, with clear measures of success and in implementing these effectively;</p> <p>Experience in analysing complex data sets and disseminating the results in a suitable format for all levels of expertise;</p> <p>Experience of preparation and presentation of key reports to Board level audience;</p> <p>Proven stakeholder engagement and relationship building experience;</p> <p>Proven management experience of Performance, Scrutiny and Research teams;</p> <p>Knowledge of police organisation and structure or other public service organisations;</p> <p>Production of Annual Business Plans, budgets and reports;</p> <p>Experience of organisational design and development;</p> <p>Excellent written and oral communication skills;</p> <p>Proven ability to command the respect of peers and stakeholders;</p> <p>Experience of operating within a political environment;</p> <p>Understanding of the concept of leadership, and proven ability to apply this in practice;</p> <p>Ability to manage projects effectively to deliver outcomes on time and within budget.</p>

**Office of the Police and Crime Commissioner for Hampshire**

**JOB DESCRIPTION**

<b>Job Title</b>	Head of Strategic Commissioning
<b>Reporting to</b>	Chief Executive – Office of the Police and Crime Commissioner for Hampshire
<b>Direct Reports (tbc)</b>	Commissioning team
<b>Relationships</b>	Police and Crime Commissioner for Hampshire Chief Constable and senior leaders OPCC Leadership Group Health, local government and other key commissioning partners CSPs/third sector
<b>Job Purpose</b>	<p>This role leads the commissioning function within the OPCC to support the delivery of the Commissioner's vision and Police and Crime Plan priorities.</p> <p>This role will lead and develop consistent and outcome focused commissioning across the Hampshire and Isle of Wight area, involving other organisational departments and stakeholders and procuring external resources in an open and transparent manner.</p>
<b>Context</b>	<p>The Head of Strategic Commissioning will develop a comprehensive understanding of local needs and aspirations, and develop strategic interventions to respond to those needs and aspirations of stakeholders whilst holding the priorities in the Police and Crime Plan at the core.</p> <p>Close working across the Constabulary and other stakeholders will be essential in strategic direction setting for commissioning functions and the Head of Strategic Commissioning will lead on the implementation of these strategies.</p>
<b>Key Responsibilities</b>	
Strategic Commissioning	To lead the development of commissioning strategies and plans with stakeholder groups, participating in the ongoing analysis of their implementation and retaining focus on priorities set out in the Police and Crime Plan;

<p>Frameworks</p> <p>Commissioning Partnerships</p> <p>Effective Delivery</p> <p>Risk and Quality Assurance</p>	<p>To lead on or oversee development of policies and procedures for commissioning organisations, including framework panels, procurement policies and performance indicators;</p> <p>To develop strong relationship with strategically aligned partners ensuring translation of the Police and Crime Plan priorities are fully understood and embedded in all partner organisations.</p> <hr/> <p>To represent the Commissioner in all Partnership Boards and other multi-agency forums that plan and commission community based services.</p> <hr/> <p>Working with the Head of Performance, ensure that priorities in the Police and Crime Plan are fully achieved and clearly evidenced in all key performance indicators for the Constabulary;</p> <p>Continuously evaluate developments in commissioning policies and practices in other public bodies, making recommendations on how they might be applied within the OPCC to achieve the Commissioner's Vision;</p> <p>Develop the commissioning process whether as an internal function of the OPCC or through outsourcing the Commissioning function and ensure it is strategically aligned and statutorily compliant to local Government and national policy guidelines.</p> <hr/> <p>Lead the overview, quality assurance and risk management of the commissioned interventions to ensure that the services are meeting the needs of the Police and Crime Plan and are delivered to the standards required and the outcomes expected.</p>
<p><b>Key Decision Making Areas in the Role</b></p>	<p>Develop and implement the Commissioner's commissioning intent and strategy through liaison with key partners;</p> <p>Establish the OPCC's commissioning process;</p> <p>Be principal lead for the Commissioner on commissioning to assist the Commissioner's leverage of other commissioning budgets in delivery of protecting people and places;</p> <p>Develop and lead the process for awarding additional grants;</p> <p>With the Chief Finance Officer, provide strategic advice as part of the budget setting process.</p>
<p><b>Role Dimensions—financial (e.g. budgets) and</b></p>	<p>A member of the Senior Leaders team;</p> <p>Represent the Commissioner in forums locally, regionally and</p>

<p><b>non-financial units (e.g. workload, customers/staff)</b></p>	<p>nationally;</p> <p>Strategic engagement with other commissioning bodies;</p> <p>Direct management of a £160k grant budget;</p> <p>Direct management of a £2m commissioning fund.</p>
<p><b>Role requirements for operational effectiveness</b></p>	<p>Qualified to degree level or equivalent with a relevant management or professional qualification and membership of a relevant professional body;</p> <p>Extensive experience and successful track record of strong senior management in local government, health and/or other large and complex organisation;</p> <p>Extensive experience of effectively managing and delivering a range of key services within budget in a technical, commercial or business environment;</p> <p>Extensive experience and successful track record of achieving solutions through effective commissioning strategies;</p> <p>Extensive experience of managing and delivering services within a highly political environment;</p> <p>Clear evidence of strong positive relationships across partner and other external organisations, leading to measurable impact across the organisation's business;</p> <p>Significant understanding of criminal justice or health environments.</p>

HAMPSHIRE COUNTY COUNCIL

**ROLE PROFILE FORM**

**Data Protection Act 1998. The information you provide on this form is to enable Hampshire County Council to evaluate the role. The information may also be used, in full or part, to support other processes such as performance development review, induction, recruitment and training and development. The information will be stored electronically and in hard copy format and made available to only to Hampshire County Council staff and trade union representatives involved in these processes. Any data required for statistical/research purposes will be depersonalised.**

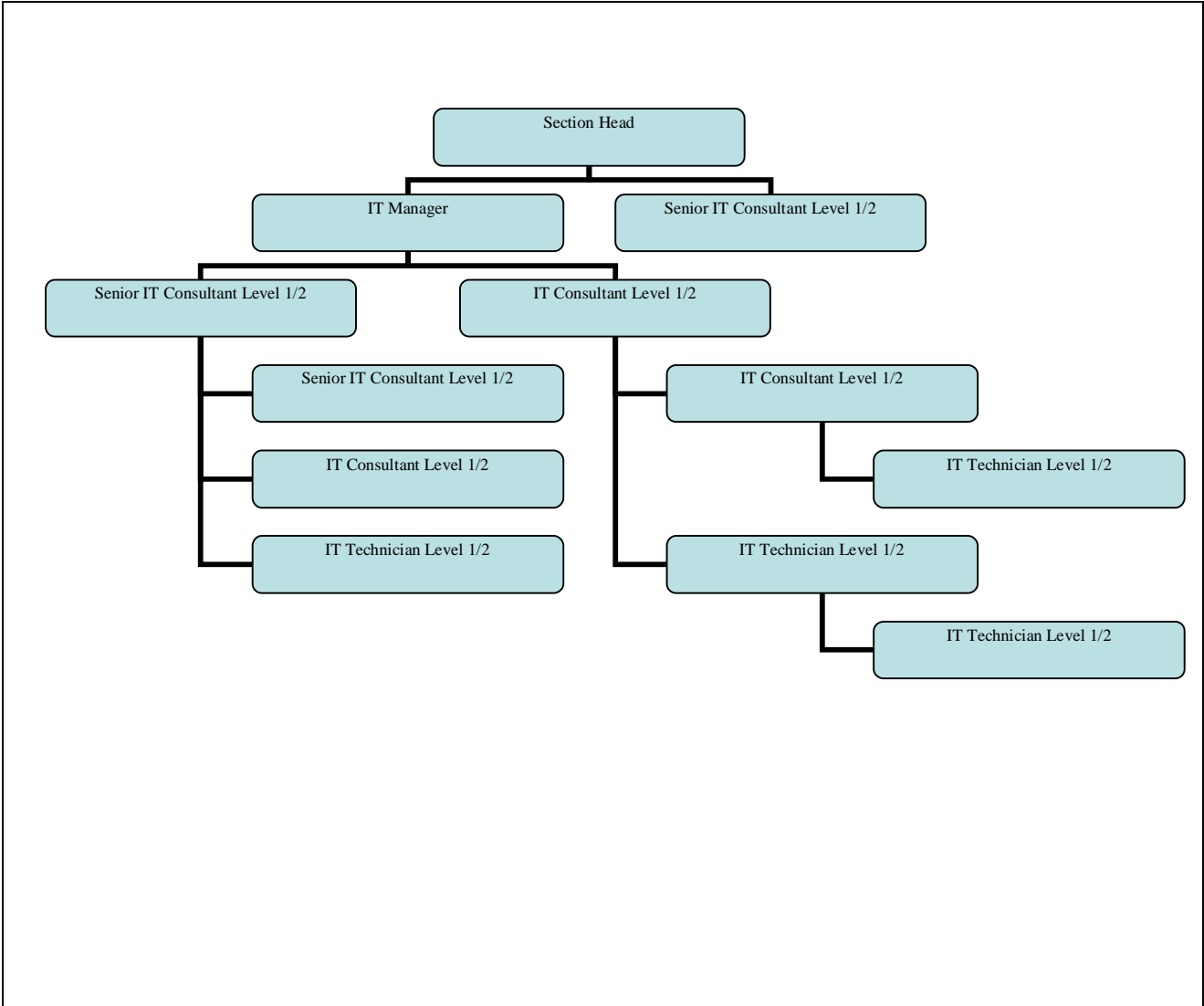
**(See Guidance Notes)**

	<b>ROLE PROFILE FORM Reference Number.</b>	02289
<b>1</b>	<b>DEPARTMENT</b>	Corporate Services, Information
<b>2</b>	<b>SECTION</b>	Information
<b>3</b>	<b>GROUP SPECIALISM</b>	
<b>4</b>	<b>ROLE TITLE IN FULL</b>	Senior IT Consultant Level 2
<b>5</b>	<b>SAP ROLE TILE (No greater than 40 characters long)</b>	Senior IT Consultant L2 Generic
<b>6</b>	<b>STATUS OF ROLE PROFILE (i.e. New; revision; generic; challenge; deleted)</b>	
<b>6a</b>	<b>Date of change in status / effective date</b>	1 <sup>st</sup> February 2013
<b>7</b>	<b>ROLE REPORTS TO (Supervisor/manager's role title)</b>	IT Manager, Section Head

<b>8</b>	<b>ROLE PURPOSE (Why the role exists)</b>
To lead on the development & management of IT services, solutions and strategies.	

**9. ORGANISATION STRUCTURE**

Please insert or attach a structure chart which clearly sets out the title of the role its peers, subordinates & superiors together with the numbers in role, reference numbers & grades of the role profiles shown. **To draw, hold cursor over word toolbar 'diagram icon' & select 'organisation chart'.**



**10. Accountabilities**

**Accountability statements are the key functions of the role which in combination make up the main purpose. They combine the task with a resource and a clear outcome.** Typical examples include Resource management, Finance, Systems, Supervision, Professional direction, Policy, Administration etc.

**Select an appropriate series of up to 6 Headings for this role & insert in the table below: . Please note that Corporate and statutory initiatives' is a common accountability & must be included.**

**10. cont'd - Accountability Statements:**

Contribute to and provide specialist input to the IT strategy to ensure it is fit for purpose and responds to current and future business need, based on knowledge of industry technology trends.

Service/operational management of major services that meet business needs and aligns with overall IT strategy.

Manage and/or lead organisational change.

Lead on a range of large and complex IT technical and business issues, to design, develop, deliver and manage solutions and services across a number of business areas and technologies.

Lead programmes and portfolios/projects to ensure delivery of agreed business outcomes, following corporate standards.

Manage a range of new and existing customer relationships to build trust and confidence in the services delivered, demonstrating an understanding of the wider business and political context.

Manage specific major supplier relationships and contracts to ensure delivery of efficient services that meet identified business needs.

Create and/or manage procedures and project and/or technical documentation to support processes, including updating of internal systems.

Manage resources across a number of areas, including budget management and workforce planning, taking wider section view into account, making recommendations to senior management as required.

**Corporate & statutory initiatives**

Up to date knowledge of corporate and departmental policies and procedures and current systems to ensure promotion of and compliance within the team and changes are implemented locally. Contribute to information and guidance on Best Practice that is compliant with legislation and external regulations.

**11. Key Decision Making Areas in the Role (please provide 3 or 4 examples of typical decisions encountered)**

Recommend and deliver new or improved existing major IT solutions, services and processes, taking account impact of risk.

Approve responses/ courses of action to resolve complex problems and issues.

Prioritise own, others and team workloads.

Appropriate use of resources (e.g. budget, people, equipment etc).

Assess the ongoing viability of IT services, programmes, strategies and solutions.

Approve/recommend major IT purchasing decisions.

Staff recruitment, retention, work scheduling and workforce planning.

**12. Role Dimensions – financial (e.g . annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

(See important guidance notes on financial relationships – non recurring budgets e.g. capital sums should be clearly indicated as such)

Typically:

- Work packages/ support , service/ development activities/ projects > 100 – 200 days.
- Manage teams of circa 20 staff.
- Control the spend of one cost centre.

**13. Main Contacts – external/internal customer contacts and purpose- Frequency & level of contact may also be relevant.**

**Senior colleagues from HCC and/or partners** for strategic planning, delivery and review of services and IT programmes and resolve high profile, significant issues or complaints.

**Suppliers, contractors and consultants** for management of the relationship on behalf of HCC and resolution of significant issues.

**IT colleagues** for departmental planning, resource management, service and programme delivery, information sharing.

**Staff** for leadership, performance and team management activities.



**14. Working Conditions – Please state the nature of the typical working conditions, i.e. the environmental and physical factors involving physical effort or strain. Please state the frequency of occurrence .e.g. infrequent,occasional, frequent or continuous**

Regular DSE usage.  
May involve access to confined areas for equipment maintenance and installation..  
May involve lone working and working away from HCC premises.  
May involve significant amounts of driving.  
May involve working in a controlled computer suite environment  
A flexible approach to achieve tight deadlines and maintain SLAs may require working additional hours by agreement.  
May involve working out of hours (on a call out rota) or shift and weekend working to support operational services.  
May require regular shift working to support regular 24 x7 x 365 service delivery.

**15. Role requirements for operational effectiveness.**

Please state the essential skills, qualifications and types of experience which are required for operationally effective service delivery. Additional and desirable, attributes or qualifications, e.g. a degree or membership of a professional body should only be included, where the employing department believes that the role cannot be effectively performed without it.

A degree and/or formal industry recognised qualifications or relevant experience.  
Broad experience in a professional IT environment, with experience at a senior level.  
Understanding of public sector service provision and key issues in local government.  
Proven programme and portfolio project management skills including strong analytical and decision-making skills.  
Proven financial and business management skills.  
Creative and innovative and ability to apply this to resolve problems of ranging complexity and produce business relevant solutions/ recommend strategies.  
Excellent communication & interpersonal skills at all levels, including oral, written, presentation skills, briefing and influencing others.  
Ability to establish effective working relationships at all levels.  
Credibility with colleagues, senior managers, partners and stakeholders.  
Experience of managing staff and directing the work of teams.

**16. Context/Additional Information**



## **Job Summary & Person Specification**

**Job Title:** Junior Communications & Engagement Officer

**Department:** Office of the Police and Crime Commissioner (OPCC)

**Branch / Section:** Communications & Engagement

### **Job Purpose:**

To contribute to the operational and technical delivery of communication and engagement activities and strategies, supporting specific projects as required by the OPCC and in line with the Communication and Engagement strategy.

### **Main Responsibilities**

Support the team and/or OPCC communications and engagement projects and strategies within legal requirements and quality standards, to meet OPCC, team and service delivery objectives.

Improve and, where necessary, collate existing lists of key stakeholders that will enable the C&E team to communicate and engage more effectively.

Work on specific delegated projects within limits of role and under direction of the Senior Communications & Engagement Officers and the Head of Communications & Engagement.

Take a 'digital first' approach to communications and engagement that is backed up by an understanding of all aspects of marketing communications and engagement and an ability to 'do' the job while building understanding of strategic communications and engagement.

Research, collate and analyse data from a variety of internal and external sources to inform communications and engagement strategy decisions that reflect best practice and are progressive, legally compliant and take into account national, regional and local developments. To use data to assist senior management with service planning decisions that are underpinned by customer needs and perceptions.



Research and suggest ways to increase participation of staff, the public and other key stakeholders.

Use appropriate communication and engagement skills and tools to plan, manage and develop internal and external communications and engagement to ensure key information is presented to key stakeholders, including colleagues of all levels at the OPCC, key partners (inc. Hampshire Constabulary, Hampshire County Council, third sector partners, etc), the public and the media.

Upon consultation with Senior Communications & Engagement Officers and Head of Communications & Engagement, provide advice and options to key stakeholders on operational communication and engagement techniques and solutions.

Ensure communication and marketing activities and projects offer value for money and monitor against agreed plans to ensure delivery within budget, time and resource constraints.

Support as required the planning and co-ordination of campaigns, departmental and/or corporate events and attend, where required, in order to provide support and ensure they are effective.

Liaise with communications contacts in partner organisations to develop a shared strategy where necessary and agree shared protocols. In all partnership working, to ensure departmental/corporate aims and outcomes are achieved and gain support for new approaches to communications, participation and consultation.

### **Corporate and Statutory initiatives**

- Have a working knowledge of current corporate and statutory initiatives, including equalities and health and safety policies and procedures, sustainability, flexibility smarter working, efficiency and Government guidance. Ensure all communications take into account corporate and statutory requirements, positively promoting initiatives where appropriate.
- Ensure communication and engagement activities reflect best practice.
- Contribute to and support the on going development and promotion of the OPCC's communications through procedure, planning, advice and internal promotion.
- Understand the implications of libel laws, the copyright and data protection acts, and various industry codes of practice (e.g. within advertising) with regard to communications, marketing and engagement activity.



### **Key Decision Making Areas in the Role**

- Upon consultation with the Senior Communications & Engagement Officers and the Head of Communications & Engagement, agree the best methods of communications, marketing and engagement for individual target audiences and specific delegated projects, referring to senior management as appropriate. Develop an understanding of timing of each element of marketing communication campaigns and how, where and when to apply market research and evaluation feedback.
- Contribute to the planning and coordination of the use of resources to ensure the delivery of projects and strategies to achieve the best outcomes within available resources and time constraints, prioritising tasks for other where required.
- Upon consultation with the Senior Communications & Engagement Officers and the Head of Communications & Engagement, give professional advice to colleagues, interest groups and the public on communication, marketing and engagement issues/matters of varying complexity.
- Defining the most appropriate communications and marketing techniques and solutions and timing of projects/initiatives/campaigns.
- When to refer matters and issues to Senior Communications & Engagement Officer, the Head of Communications, senior managers, including complex, high risk and/or sensitive matters.

### **Role Dimensions – financial (e.g. budgets) and non-financial units (e.g. workload, customers/staff)**

- Identify and utilise the appropriate communication and marketing skills and tools to meet required outcomes – in particular increasing income, broadening participation and enhancing the council's reputation.
- Effective use of allocated resources
- Contribute to evaluation and budget reports on projects, making recommendations as appropriate
- Contact the whole organisation at all levels
- Ensure the best use of engagement processes through the effective use of technology and other available resources
- Professional advice to staff, members and senior managers.

### **Main Contacts – external/internal customer contacts and purpose**

Regular communication, liaison and consultation with:

- Staff involved in communication, engagement and marketing across the organisation, including senior leaders
- Partners (Hampshire Constabulary, Hampshire County Council and other local councils, third sector, etc)
- The media
- The public
- National and regional organisations

- Service providers: website, media database, APCC, etc.

**Person Specification:**

<p><b>Essential Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Qualified to either graduate or equivalent marketing public relations or communications professional qualification</li> </ul>
<p><b>Essential Knowledge, Skills and Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience in a fast paced communications, engagement or public relations environment with sound understanding and experience of digital media platforms</li> <li>• An awareness of the role of communications, marketing and engagement – preferably in the local government or public sector environment – and the issues faced by practitioners operating in these sectors.</li> <li>• Excellent communication skills, both written and oral, with an ability to draft communications, engagement and marketing plans/initiatives/campaigns and inspire and influence others to engage, communicate and market the work of the OPCC.</li> <li>• Effective interpersonal skills, including teamwork, networking and negotiation skills and the ability to influence others, possibly from other teams, for managing projects.</li> <li>• Excellent organisational skills and an ability to work to, and meet, tight deadlines. Flexibility to respond quickly to meet urgent demands for high quality communication in a crisis.</li> <li>• Ability to deal confidently, confidentially and diplomatically with colleagues and key stakeholders at all levels.</li> </ul>
<p><b>Desirable Knowledge, Skills and Experience</b></p>	<ul style="list-style-type: none"> <li>• N/a</li> </ul>

### **Working Conditions**

The following section provides an outline of the working conditions that may be encountered in this role.

- Works as part of a Communications and Engagement team
- Flexible working in shared offices using display screen equipment
- Occasional lone working and travel to different locations for meetings and events
- On occasion, there will be a need to work in the evening or during the weekend but this can be take as TOIL at a later date.

Office of the Police and Crime Commissioner

**JOB DESCRIPTION**

<b>Job Title</b>	Maintenance Officer
<b>Reporting to</b>	Decommissioning Lead
<b>Direct Reports</b>	None
<b>Relationships</b>	Decommissioning Lead Other maintenance officers Estate Change Programme colleagues – Relocation Managers and Project Managers Hampshire Constabulary Hampshire County Council Hampshire Fire and Rescue Service
<b>Job Purpose</b>	To provide an effective and pro-active maintenance service for Hampshire Constabulary buildings earmarked for change within the Estate Change Programme
<b>Context</b>	The post holder will work with one other maintenance officer to support the Decommissioning Lead and Relocation Managers in the management of Hampshire Constabulary buildings that are subject to change or disposal through the Estate Change Programme.
<b>Key Responsibilities</b>	
	<p>1. To plan, prioritise, make recommendations and carry out general building and grounds maintenance work to cover the following areas:</p> <ul style="list-style-type: none"><li>• identifying and correcting (where practicable) building defects.</li><li>• general carpentry and joinery works, e.g. fixing shelves, repairs to existing woodwork, door repairs</li><li>• re-decoration and assembly, maintenance of furniture</li><li>• to undertake statutory testing and inspections in relation to building safety</li><li>• to assist with the disposal and/or destruction of waste ensuring that legal compliance, confidentiality and security is maintained.</li></ul> <p>2. To monitor contractors working as required, to ensure they meet their H&amp;S obligations, ensuring that a consistently high standard is maintained.</p> <p>3: To use IT systems where necessary to update work</p> <p>4: To provide assistance with setting up or reconfiguring offices, including moving furniture and equipment as required.</p>

	<p>5: To provide a transportation service driving vehicles as required, ensuring that the vehicles are fit for purpose and the log book maintained.</p> <p>6. To give regular and effective service.</p> <p>7. Any additional duties that are not necessarily specified on this role profile but which are commensurate with the grade of the post.</p>
<p><b>Key Decision Making Areas in the Role</b></p>	<p>When to carry out repairs and when to refer to the Decommissioning Lead or Relocation Manager</p> <p>When to carry out routine maintenance</p> <p>When to order replacement stock</p> <p>Correct use of all products and materials</p> <p>Identify hazards and potential hazards and take appropriate action to minimise risks</p> <p>Recognise when help is required with routine tasks and security issues</p>
<p><b>Role Dimensions– financial (e.g. budgets) and non-financial units (e.g. workload, customers/staff)</b></p>	<p><b>Financial</b> Economical use of materials and cleaning/gardening products</p> <p><b>Non financial</b> Responsible for safe storage and handling of any products or equipment, understanding data sheets and safe disposal guidelines</p>
<p><b>Role requirements for operational effectiveness</b></p>	<p>The post holder will be required to display evidence of the following:</p> <p><b>Essential</b></p> <ol style="list-style-type: none"> <li>1) A recognised current qualification in a building or maintenance related discipline, or experience deemed to have brought post holder to a comparative level.</li> <li>2) Previous experience in a general maintenance role, including using a wide variety of technical equipment.</li> <li>3) Knowledge of health and safety legislation.</li> </ol>



## Office of the Police and Crime Commissioner

### JOB DESCRIPTION

<b>Job Title</b>	PA to the Police and Crime Commissioner and the Chief Executive
<b>Reporting to</b>	Executive Advisor
<b>Direct Reports</b>	Administrative Officers x 2
<b>Relationships</b>	Police and Crime Commissioner Chief Executive Deputy Police and Crime Commissioner Assistant Police and Crime Commissioners Hampshire Constabulary – ACPO officers and PAs/staff officers Local authorities – Leaders/Chief Executives and PAs
<b>Job Purpose</b>	To deliver high level secretarial support to the Police and Crime Commissioner and Chief Executive, and oversee and supervise wider corporate support to the Office of the Police and Crime Commissioner and its staff.
<b>Context</b>	<p>Simon Hayes is the first Police and Crime Commissioner to be elected for Hampshire and the Isle of Wight. His role is to oversee and scrutinise policing, be a voice for the people, someone to lead the fight against crime and someone for the public to hold to account if he doesn't deliver. His office is led by a Chief Executive, who is responsible for delivering the Police and Crime Plan set by the PCC.</p> <p>The post holder will provide PA support to the Commissioner and the Chief Executive, and supervise staff who provide PA and wider administrative support to other senior officials within the OPCC.</p>
<b>Key Responsibilities</b>	
	<p>Efficiently and effectively manage the handling of correspondence, telephone and email enquiries to the Commissioner and the Chief Executive, preparing responses where appropriate and pro-actively bringing relevant matters to their attention.</p> <p>Provide high level secretarial support to the Commissioner and the Chief Executive e.g. proactively managing their diaries, including making appointments; support with meeting arrangements, ensuring they have the right papers; and, dealing with/managing any follow-up actions.</p> <p>Organise any associated travel and accommodation requirements.</p>

	<p>Ensure the production of high quality, accurate documents, presentations, etc, as required.</p> <p>Oversee secretarial and administrative systems and standards to ensure they continue deliver high quality services, efficiencies and add value to the secretarial/administrative function.</p> <p>Supervise staff within the corporate support team who provide wider support to other senior officials within the OPCC to ensure high level of service is provided.</p>
<p><b>Key Decision Making Areas in the Role</b></p>	<p>Resolve conflicting demands on resource to meet business requirements.</p> <p>Assess appropriate form of communication to deal with high level external contacts and responding to complex enquiries.</p> <p>Prioritise enquiries and interpret a range of options for action or referral to more senior management.</p>
<p><b>Role Dimensions– financial (e.g. budgets) and non-financial units (e.g. workload, customers/staff)</b></p>	<p>Supervision of corporate support team members who provide wider support to other senior officials within the OPCC.</p>
<p><b>Role requirements for operational effectiveness</b></p>	<p>The post holder will be required to display evidence of the following:</p> <p>Previous experience as a PA or secretary, particularly for public figures or for senior managers in high profile roles.</p> <p>Previous experience of successfully managing or supervising a team.</p> <p>Strong time management skills and an ability to prioritise workloads by being aware of deadlines imposed from a variety of partners.</p> <p>Effective communication skills including drafting correspondence and reports, and able to liaise confidently and sensitively with a wide range of high level contacts on a regular basis.</p> <p>Computer literacy with experience of using a variety of software;</p> <p>Experience of working as part of a team, but the ability to work autonomously in that set-up;</p> <p>A flexible approach to hours of working;</p> <p>Ability to use tact and diplomacy when handling sensitive situations;</p>

### ROLE PROFILE

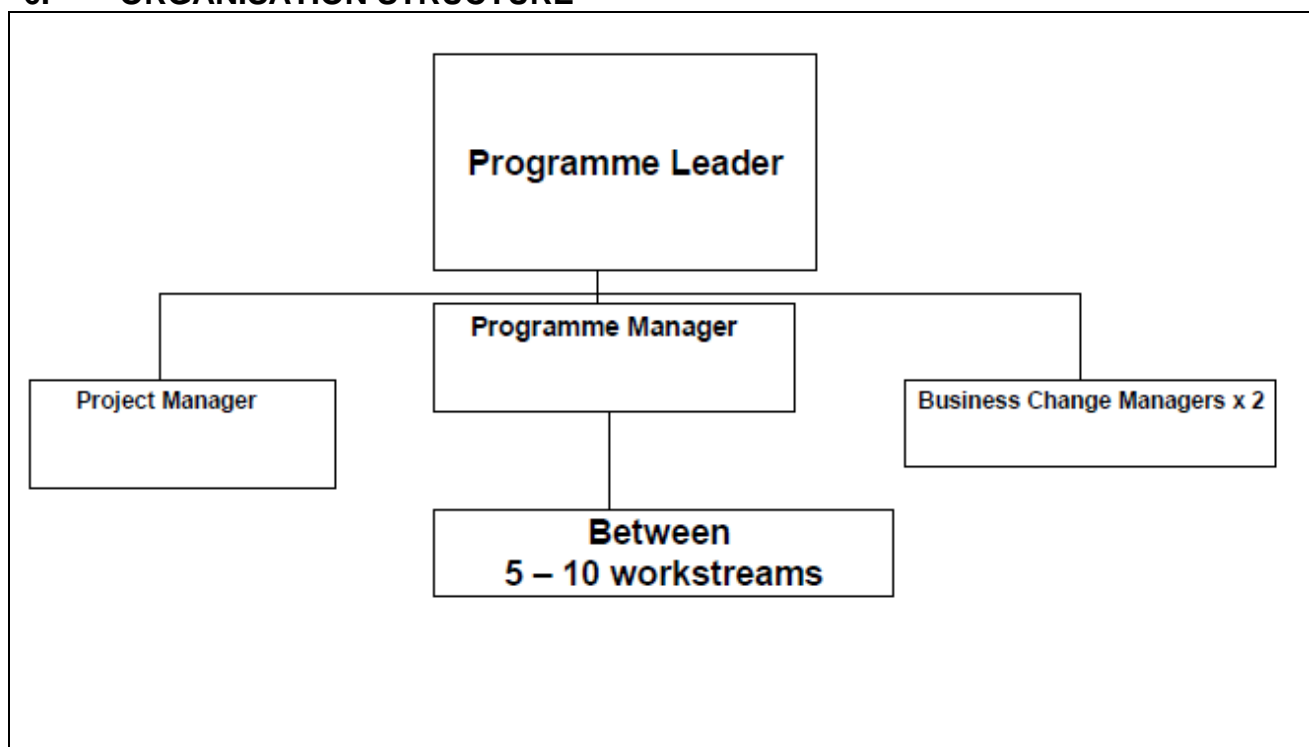
Data Protection Act 1998. The information may be used, in full or part, to support processes such as performance development review, induction, recruitment and training and development. The information will be stored electronically.

	<b>ROLE PROFILE FORM Reference Number.</b>	02783
<b>1</b>	<b>DEPARTMENT</b>	Office of the Police and Crime Commissioner (OPCC)
<b>2</b>	<b>SECTION</b>	Estate Change Programme (ECP)
<b>3</b>	<b>ROLE TITLE IN FULL</b>	Programme Lead, Estate Change Programme
<b>4</b>	<b>ROLE REPORTS TO (Supervisor/manager's role title)</b>	Programme Leader

#### 5. Role Purpose

Responsible for implementation of overall Workstyle programme resources with departments and in consultation with business change managers.

#### 6. ORGANISATION STRUCTURE





## **7. Accountabilities**

### **Management & Leadership**

Lead workstream and project development, evaluation and implementation. Develop and negotiate service levels to departments and implementation plans. Coordinate the delivery of Workstyles programme. Take responsibility for escalated risks and support issues and co-ordinate resources to ensure issues are addressed. Manage contacts with departmental contacts, project and change managers.

Lead service development, evaluation and implementation of programme of work. Develop and negotiate service levels. Manage and coordinate the delivery Workstyles. Take responsibility for escalated support issues and co-ordinate resources to ensure issues are addressed. Manage contacts with internal customers.

Direct and coordinate the technical and day-to-day activities of a team. Where applicable, manage others, including carrying out regular individual performance reviews, establishing training and development needs and monitoring/reporting on progress against corporate requirements. Identify staffing requirements and resolve resource conflicts. Participate in decision making on promotion or recruitment where appropriate.

### **Relationship Management**

Establish, develop and maintain effective working relationships with customers and suppliers. Ensure an appropriate response to customer feedback. Negotiate effectively with customers and manage relationships to ensure delivery to agreed service levels and contractual arrangements for programme.

### **Information Management**

Produce timely relevant reports to update the Management Board on progress achieved and problems arising in respect of the programme. To ensure, facilitate & progress arrangements for the information gathering and evaluation processes, at corporate level.

To ensure a cross-cutting monitoring, review and evaluation system is in place for the programme for services to enhance Best Value and performance management.

### **Financial**

Monitoring and managing the overall workstream and programme finances, preparing reports to programme leader.

### **Professional Accountability and Liaison**

Providing regular reports and updates to programme leader and occasionally giving presentations to a variety of audiences both formal & informal, including officers & councillors.



## **8. Corporate and Statutory roles**

To ensure compliance with all OPCC requirements and policies. To safeguard sustainability of developed schemes and projects via growing local capacity, identifying alternative funding streams, or mainstreaming services wherever possible.

## **9. Key Decision Making Areas in the Role**

Develop and implement programme plan and create sign off protocols for project plans

Implement customer requirements and solution in context of programme requirements and objectives, taking into account the broader corporate and business objectives.

Resolve problems or issues, including those escalated to you.

Provide advice and approve responses/courses of action taken by others.

Successfully balance conflicting demands, taking decisions on priorities and exercising appropriate and mature judgement.

Recommend purchasing decisions (training, assets, resources) to budget holders.

Setting performance objectives for staff, recruitment and retention, scheduling work

Agreeing priorities with customers for project workstreams and services

Allocation of resources directly and indirectly line managed

## **10. Role Dimensions – financial (e.g . annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

Organise workload of self and allocate/delegate work to others. Manage personal workload to balance demands of several complex tasks or projects (typically 5 – 10) running concurrently.

Responsible for deploying resource for workstream project delivery

Where applicable, management of teams of up to 20

Develop and Contribute to the development of the processes to deliver workstream requirements

## **11. Main Contacts – external/internal customer contacts and purpose- Frequency & level of contact may also be relevant.**

Senior officers within HC

OPCC relevant contacts

Departmental key contacts to deliver programme

Partner agencies, District councils and others

## **12. Working Conditions**

Regular DSE usage

May have to manage programme conflict issues between different stakeholders



**13. Role requirements for operational effectiveness.**

**Essential Skills**

Graduate level entry

Ability to demonstrate exceptional performance in a similar role over a minimum of 12 months.

Competence in managing others, including development and motivation.

Significant skills and experience in project or programme management (certified PRINCE2 practitioner or equivalent),

Excellent communication skills at all levels, including oral, written, presentation, briefing and influencing others.

Extensive experience in the preparation of reports for senior management

Able to establish effective working relationships with people at all levels.

Creative and innovative and able to apply this to produce business relevant solutions.

Self motivated and committed to ongoing personal development. Should be able to display professional development beyond that acquired during the normal course of a job or through formally provided training.

**Qualifications**

Degree

Desirable MSP practitioner certification

**Experience**

Experience of delivering complex, multi layered programmes and projects with significant business change attached

Working within public sector

## ROLE PROFILE

**Data Protection Act 1998. The information may be used, in full or part, to support processes such as performance development review, induction, recruitment and training and development. The information will be stored electronically.**

	<b>ROLE PROFILE FORM Reference Number.</b>	01955
<b>1</b>	<b>DEPARTMENT</b>	Office of the Police and Crime Commissioner (OPCC)
<b>2</b>	<b>SECTION</b>	Estate Change Programme (ECP)
<b>3</b>	<b>ROLE TITLE IN FULL</b>	Project Manager, Estate Change Programme
<b>4</b>	<b>ROLE REPORTS TO (Supervisor/manager's role title)</b>	Programme Lead, Estate Change Programme

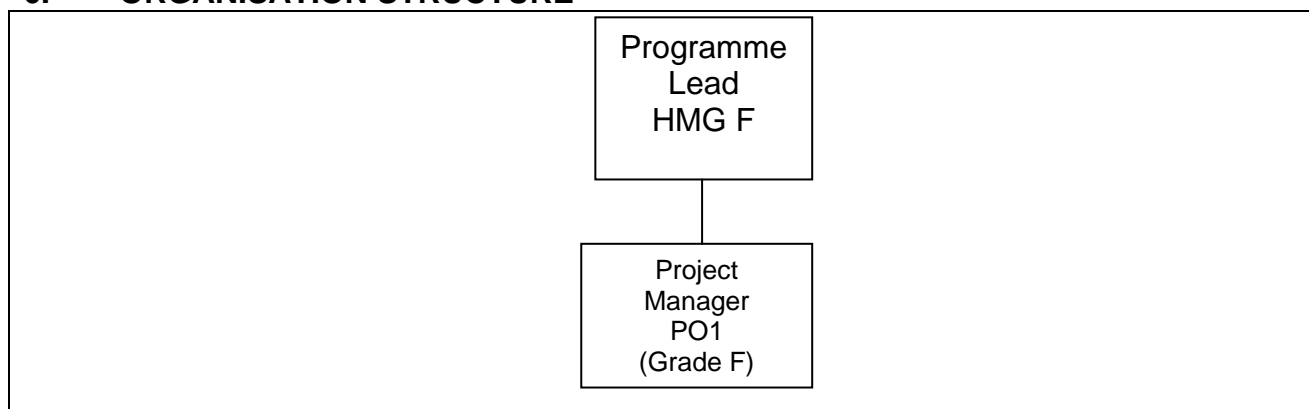
### 5. Role Purpose

Implementation and management of projects (capital or other) and workstream areas which enable specific business change as required throughout the programme.

Create, implement, monitor and refine specific areas of work identified as critical to the delivery of the programme. Provide support to Programme Leads through delivery of the programme projects.

In addition, the role will work with strategic managers and the ECP Business Change Managers to specifically identify and develop opportunities for business change and efficiencies throughout the programme.

### 6. ORGANISATION STRUCTURE



### 7. Accountabilities

#### Management & Leadership

Implement and manage small scale or less complex projects in line with the agreed strategy. Manage appropriate workstreams to deliver the projects.

Implement, monitor and analyse options in order to make final recommendations for any scope changes necessary to deliver the programme strategy and enable integration of necessary workstreams; e.g. technological applications and property, to deliver successful programme outcomes.

### **Relationship Management**

Involvement and development of implementation plans for strategies which support a range of key workstreams as appropriate (e.g. through the design and articulation of appropriate data mapping activities)

Liaise with all relevant stakeholders and participants, including department, programme team and external parties to facilitate buy in and successfully deliver projects and associated workstreams.

Keep all stakeholders informed of project progress and ensure the efficient dissemination of information.

### **Information Management**

Manage the collation of data as appropriate to support the delivery of the project, in line with programme office requirement.

### **Financial**

Contribute to the overall project and programme finances for specific workstreams by managing project budgets, typically in the region of less than £1m, preparing reports and monitoring savings targets or costs as appropriate.

### **Professional Accountability and Liaison**

Provide regular reports and updates to the Programme Manager and working with the Programme Lead give presentations which support successful delivery of the programme

## **8. Corporate and Statutory roles**

To ensure compliance with all OPCC requirements and policies

## **9. Key Decision Making Areas in the Role**

Work with the Programme Leads and Programme Manager to identify specific strategies to ensure that the programme maintains momentum and ensures major project elements are in place in a timely manner

Implement solutions arising from cross-departmental consultation and competing demands for delivering change in specific areas

Allocation of resources consistently, within tight timescales to maximise output to secure effective performance, and involvement of stakeholders as appropriate.



Define and develop best practice internally and externally for application to the programme to enable business change, IT infrastructure and other critical organisational elements for the programme to be implemented

Implement customer requirements and solutions in the context of individual project requirements and objectives, taking into account the broader corporate and business objectives

Successfully balance conflicting demands, by analysing and making recommendations on conflicting project priorities

Problem solving required to deliver business and customer solutions

**10. Role Dimensions – financial (e.g . annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

**Financial**

Manage project budgets, typically in the region of less than £1m.

**Non-Financial**

Organise workload of self and allocate/delegate work to others. Manage personal workload to balance demands of several tasks or projects (typically 2-5) running concurrently.

Develop and contribute to the development of the processes required to deliver project requirements

**11. Main Contacts – external/internal customer contacts and purpose- Frequency & level of contact may also be relevant.**

Senior staff within HC and OPCC

Programme and workstream leads within the ECP

Partner agencies, as appropriate

**12. Working Conditions**

Regular DSE usage

May have to manage programme conflict issues between different stakeholders

**13. Role requirements for operational effectiveness.**

Ability to demonstrate exceptional performance in a similar role over a minimum of 12 months.

Extensive skills and experience in project or programme management

Well developed range of communication skills, including oral, written, presentation and briefing others.

Extensive experience in the preparation of reports for senior management

Able to establish effective working relationships with people at all levels.  
Creative and innovative and able to apply this to produce business relevant solutions.

Self motivated and committed to ongoing personal development. Should be able to display professional development beyond that acquired during the normal course of a job or through formally provided training.

### **Qualifications**

- Formal qualification beyond A Level, or evidence of project or other developmental qualification or training.
- Ability to demonstrate exceptional performance in a similar role over a minimum of 12 months.
- Prince 2 Foundation (desirable)

### **Experience**

- Experience of implementing projects with significant business change attached
- Demonstrable knowledge of Prince 2 methodology, and preferably Prince 2 Foundation qualified.
- Experience of using Microsoft Project.
- Working within the public sector
- Knowledge of the police operational working environment and working practices. (desirable)

## ROLE PROFILE

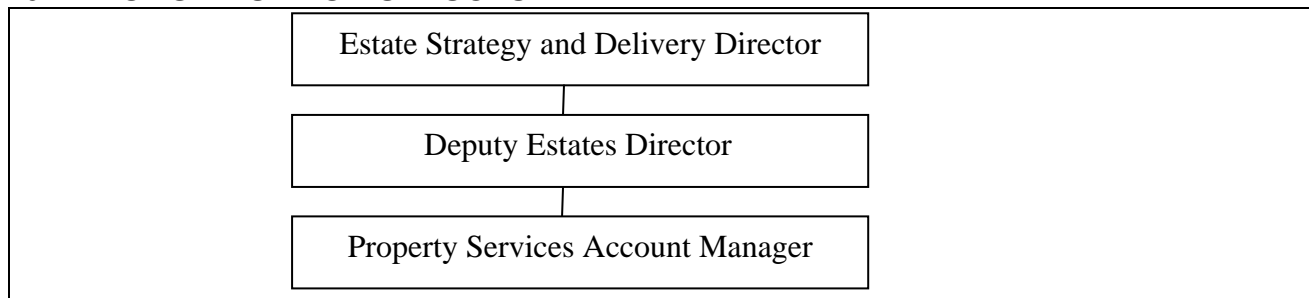
**Data Protection Act 1998. The information may be used, in full or part, to support processes such as performance development review, induction, recruitment and training and development. The information will be stored electronically.**

	<b>ROLE PROFILE FORM Reference Number.</b>	01709
<b>1</b>	<b>DEPARTMENT</b>	Office of the Police and Crime Commissioner (OPCC)
<b>2</b>	<b>SECTION</b>	Estate Change Programme (ECP)
<b>3</b>	<b>ROLE TITLE IN FULL</b>	Property Services Account Manager
<b>4</b>	<b>ROLE REPORTS TO (Supervisor/manager's role title)</b>	Deputy Director

### 5. Role Purpose

To facilitate, develop and review building maintenance related issues and functions for the OPCC and HC operational units in order to ensure that they operate in the most effective way. To act as the interface between OPCC and external service providers and Hampshire County Council Property, Business and Regulatory staff on all related property matters. To ensure that all revenue funded projects and business as usual maintenance are delivered efficiently within budgetary and timescale constraints.

### 6. ORGANISATION STRUCTURE



### 7. Accountabilities

#### ***Effective Management of Building Related Issues Which Affect Service Delivery***

- Single point of contact for all partners, external service providers and term contractors
- Ensure that the Constabulary buildings are able to fully function 24 hours a day, 365 days a year.
- Filter building and equipment related issues; matters relating to Health & Safety and arising from the other Statutory and Regulatory organisations mentioned below so as to resolve, deliver or otherwise identify areas of primary concern.
- Resolving building and equipment related issues in order to keep Hampshire Constabulary operational.



## **Statutory and Regulatory Organisations**

- Undertake the duty of co-ordinator within HCC so as to provide an agreed response on Statutory and Regulatory issues which affect the OPCC and HC's occupancy and service provision.
  - Environmental Health
  - Fire Safety
  - Home Office and Department of Health
  - Health and Safety Executive
  - Asbestos
  - Legionella
- Liaising with the Constabulary, partners and interested parties as to timescales and priorities in order to ensure effective management.
- Seek advice regarding Statutory and Regulatory requirements to brief others or so as to set the parameters in order to achieve compliance by implementing and managing the works.

## **Facilitation and Management of Revenue and Capital Projects**

Produce Briefing documentation and specifications for projects.

- Work with external service providers to ensure co-ordination of multi-disciplinary teams in the provision of specialist works.
- Ensure delivery of projects within an agreed timescale and to budget.
- Procure and implement minor works schemes.
- Seek specialist advice and thereafter specify and procure all furniture and equipment required for HC.
- Co-ordinate to budget setting for revenue budgets for repairs and maintenance
- Agree prioritisation of revenue budgets for repairs and maintenance
- Monitor and report on revenue budgets for repairs and maintenance

## ***Furniture and Equipment in consultation with FM Account Manager***

Support the Product Advisory Panel.

- Ensure the standards for all furniture and equipment purchased by the OPCC are met.
- Liaise with selected manufacturers for bespoke furniture and equipment.
- Benchmark furniture and equipment specifications in the framework of Best Value.
- Co-ordinate the delivery and commissioning of furniture and equipment for schemes.
- Co-ordinate specialist advice from Occupational Therapists and Moving and Handling Trainers.
- Agree prioritisation of budgets for furniture and equipment purchases.
- Initiate phased renewals of furniture and equipment.
- Specify and manage all maintenance contracts.
- Develop strategic initiatives for the OPCC in the procurement of works and services.

### ***Development and Implementation of Departmental Strategic Initiatives***

Provide a key role in co-ordination of work in so far as it affects service delivery.

- Participate in the formulation of the Brief for the project to reflect the needs of the Client.
- In association with the OPCC and HC set priorities and standards for minor works schemes.
- Secure and maintain support on across partners and external service providers to ensure the effective implementation of ongoing minor projects and business as usual maintenance work.

### ***Health & Safety***

- Administer and develop the Hazard Reporting system within OPCC and liaise with the Health & Safety Advisors both within HC.
- Working proactively in the promotion of Health and Safety with contractors, suppliers, technical staff, Operational Police Officers and other building users.
- Agreeing priorities with others for the resolution and elimination of immediate hazards. Agree the prioritisation with others of all hazards not classed as immediate for inclusion in a programme of work.
- Act on the advice of the Fire Safety Manager (HCC) and implement the advice given by commissioning minor work
- Take a lead in the promotion of Health and Safety by undertaking regular liaison visits to ensure compliance.

## **8. Corporate and Statutory roles**

Maintain an awareness of national, corporate and departmental initiatives, policies and procedures (e.g. Health and Safety, equalities, sustainability and those linked to the Social Care improvement agenda) and apply them in the day to day requirements of the job, including reflecting those in advice and recommendations to OPCC and HC and as appropriate, other agencies.

## **9. Key Decision Making Areas in the Role**

- Assess the suitability and sufficiency of accommodation within HC to decide on priorities for spending and investment and make recommendations to Senior Managers.
- Influence and steer spending of the OPCC capital budgets.
- Authorisation of capital and revenue expenditure by delegated authority from the budget holder for furniture and equipment in excess of £1m.



**10. Role Dimensions – financial (e.g . annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

- Preparing and prioritising schemes for inclusion within the OPCC minor works programme (£1m per annum).

**11. Main Contacts – external/internal customer contacts and purpose- Frequency & level of contact may also be relevant.**

- Meetings and liaison with partners, external service providers and other maintenance contractors.
- Working with of multi-disciplinary project teams on a routine basis for the effective delivery of projects, encompassing contacts within partners and external service providers (architects, surveyors, planners), government departments and members of the public.

**12. Working Conditions**

- Providing a prompt response by telephone and e-mail on urgent matters which affect service delivery.
- Exposure to service users with challenging behaviour whilst undertaking site visits.
- Regular driving to operational units and other establishments required.

**13. Context/additional information**

- The duties of the post are high profile in terms of contacts (Chief Officers, elected members, regulatory bodies and Operational Police Officers) and also in terms of role content (e.g.. Station closures/major capital investment/strategic planning and service delivery involving large sums of capital investment).
- The role requires some time out of the office at meetings. As a consequence the role holder works with a high degree of autonomy and must be able to make good use of time management skills.
- Serving on strategic task groups, monitoring standards within operational units.

**14. Role requirements for operational effectiveness.**

- Minimum of 5 years experience working with the Policing Service
- Ability to project manage complex tasks, including the determination of priorities with key partners.
- Experience of successful budget planning.
- Preparation and presentation of reports and briefing papers for senior managers.



- The ability to identify and develop cost effective solutions for premises investment, to meet the needs of customers and optimise the funding available from all potential internal and external sources.
- High level of interpersonal skills and the ability to understand and relate to the needs of the service, operational managers, technical staff and external agencies.
- The ability and credibility to develop and maintain a network of senior contacts both inside and outside the OPCC and HC.
- The capacity to be self-motivating and innovative, and to contribute fully as a team member.
- Full UK Driving Licence and own car for travel.

**15. Initial induction/training required to become effective in the role**

- Development of effective relationships with a wide cross section of individuals comprising operational police officers, members of the public and elected members.
- Development of a sound understanding of the OPCC and the statutory and political basis for this.
- Developing political awareness to enable the role-holder to identify and appropriately address sensitive issues.
- Development of awareness of OPCC and HC specific procedures, policies and practices and local area/geography.
- Development of a sound understanding of funding streams and financial constraints.

**16. Estimated time to become operationally effective**

3 Months

**17. How effectiveness in role is to be demonstrated**

- Effective prioritisation and management of budgets under the post holder's control.
- Establish credibility with Senior Operational Police Officers, external service providers and term maintenance contractors to secure and maintain their confidence in and agreement to proposed actions/projects.
- Progress minor works and revenue projects against defined timescales.
- Define the initial project brief and agree this with relevant parties to ensure delivery of essential works so that best use can be made of the OPCC's budget for property maintenance improvements together with furniture and equipping.
- Establish effective professional relationships and networking with contacts in other departments (e.g.. Architects, planners, surveyors, engineers, laboratory staff) and with their counterparts in HCC, H3, other external service providers and term maintenance contractors.



- Provide a pivotal role in responses to external agencies in the provision of services and statutory notices.

**18. Characteristics the advanced role holder will demonstrate**

- Innovative tactical thinking resulting in detailed solutions to OPCC strategic planning issues so as to meet the needs of PCC's Estate, and HC in general, more effectively.
- Representing the OPCC at implementation groups.
- Dealing effectively with Operational officers on a collective/forum basis to take forward county-wide policy issues.
- Reviewing procedures and practices to improve the management and delivery of strategic planning issues.
- Have an incisive view as to the workings of HC and understanding the needs of operational Policing



## ROLE PROFILE

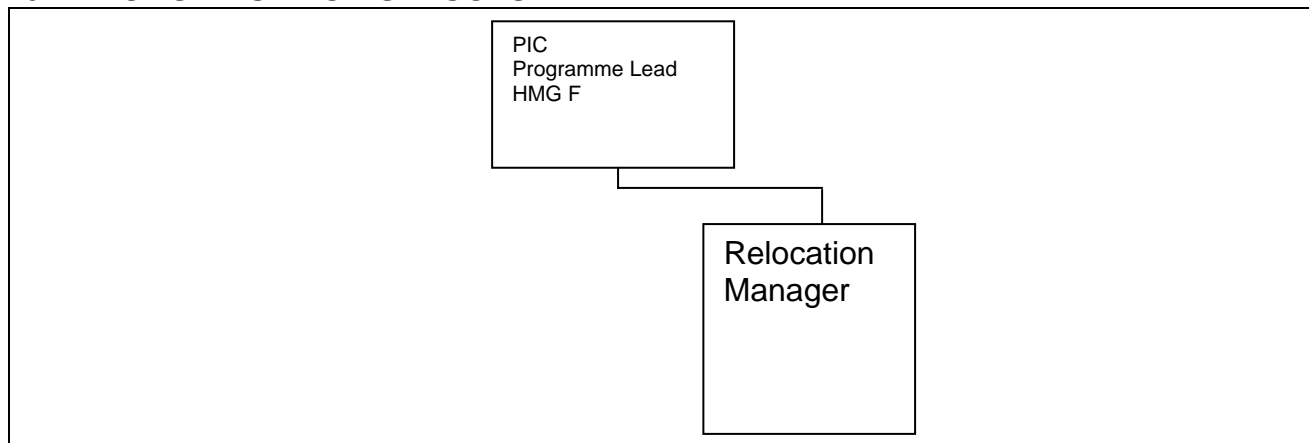
Data Protection Act 1998. The information may be used, in full or part, to support processes such as performance development review, induction, recruitment and training and development. The information will be stored electronically.

	<b>ROLE PROFILE FORM Reference Number.</b>	
1	<b>DEPARTMENT</b>	Office of the Police and Crime Commissioner (OPCC)
2	<b>SECTION</b>	Estate Change Programme (ECP)
3	<b>ROLE TITLE IN FULL</b>	Relocation Manager
4	<b>ROLE REPORTS TO (Supervisor/manager's role title)</b>	

### 5. Role Purpose

To support the Estate Development Programme by managing the specific moves identified working collaboratively with other team managers, to ensure the physical relocation of staff and their effects is achieved. To ensure the new environment for departments relocating is ready for occupancy including assessing the furniture and storage requirements for that department. To manage any removal contractor and any decommissioning works required for the outgoing location, liaising with Corporate Estates.

### 6. ORGANISATION STRUCTURE



### 7. Accountabilities

#### Strategic and Business Management

To be responsible for the physical relocation of staff and their effects for the specific moves identified by the Estate Development Programme.

To organise the move to the proposed location for the identified business department and provide a service for post-relocation issues.

To work collaboratively with other team managers in the Programme to deliver the moves.

To ensure there is appropriate application of project management methodology.

To observe the Hampshire Constabulary Procurement rules.

To give regular and effective service.

### **Project Management & Development**

To create a relocation and fit-out plan for proposed locations and ensure that the environment will be ready for occupancy

To assist in the development of the user requirements including furniture and storage for each department.

To manage any external contractor required for removals, ensuring that there are clear communication paths within the Project team and the organisation and supplier.

To monitor and quality assure the work of the external contractor.

To manage any decommissioning works required for the outgoing location, liaising with Corporate Estates.

### **Communications and Reporting**

To provide progress reports to the Business Change Manager and attend project meetings as required.

## **8. Corporate and Statutory roles**

Carry out fire warden duties to meet required standards if requested. All staff are required to complete annual DSE and Fire Safety e-Learning plus any applicable role-specific training.



**9. Role Dimensions – financial (e.g . annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

Financial

N/A

Non-Financial

Identify opportunities for improvement in activities.

Plan the implementation of change in activities

Implement changes in activities

**10. Working Conditions**

The post holder may need to work occasional unsocial hours and in a variety of locations within Hampshire and the Isle of Wight and should have the flexibility and access to reliable transport in order to meet this requirement.

**11. Role requirements for operational effectiveness.**

**Essential** English and maths GCSE grade A, B or C/[QCF](#) Level 2 and 2 'A' Levels/[QCF](#) Level 3 or work experience deemed to have brought the postholder to a comparable level.

**Decision making**

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options, evaluating evidence and seeking advice where appropriate. Makes clear, timely, justifiable decisions, reviewing these as necessary. 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 - Leading change**

Positive about change, adapting rapidly to changing circumstances and encouraging flexibility in others. Identifies and implements improvements to service delivery, engaging people in the change process and encouraging them to



contribute ideas. Finds more cost-effective ways to do things, taking an innovative approach to solving problems and considers radical alternatives.

### **Leadership - Leading people**

Inspires people to meet challenging goals, maintaining the momentum of change. Gives direction and states expectations clearly. Talks positively about policing, creating enthusiasm and commitment. Motivates staff by giving genuine praise, highlighting success and recognising good performance. Gives honest and constructive feedback to help people understand their strengths and weaknesses. Invests time in developing people by coaching and mentoring them, providing developmental opportunities and encouraging staff to take on new responsibilities.

### **Leadership - Managing performance**

Translates strategy into specific plans and actions, effectively managing competing priorities with available resources. Takes a planned and organised approach to achieving objectives, defining clear timescales and outcomes. Identifies opportunities to reduce costs and ensure maximum value for money is achieved. Demonstrates forward thinking, anticipating and dealing with issues before they occur. Delegates responsibilities appropriately and empowers others to make decisions. Monitors progress and holds people to account for delivery, highlighting good practice and effectively addressing underperformance.

### **Professionalism**

Acts with integrity, in line with the values and ethical standards of the Police Service. Acts on own initiative to address issues, showing energy and determination to get things done. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and challenging situations. Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to make unpopular decisions or 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. Ensures that all staff understand the expectations, changing needs and concerns of different communities, and strive to address them. Builds public confidence by actively engaging with different communities, partners and stakeholders. Identifies the best way to deliver services to different communities. Understands partners' perspectives and priorities, and works co-operatively with them to deliver the best possible overall service to the public.

### **Working with others**

Builds effective working relationships with people through clear communication and a collaborative approach. Maintains visibility by regularly interacting and talking with people.

Consults widely and involves people in decision-making, speaking to people in a way they understand and can engage with. Treats people with respect and dignity regardless of their background or circumstances, promoting equality and the elimination of discrimination.

Treats people as individuals, showing tact, empathy and compassion. Sells ideas convincingly, setting out the benefits of a particular approach, and striving to reach mutually beneficial solutions. Expresses own views positively and constructively, and fully commits to team decisions.

## Data Protection Act 1998.

This form will enable us to process any information you contribute to the role profiling process and will be used by Office of the Police and Crime Commissioner for Hampshire for job evaluation purposes. At a later date, the information will also be used in other personnel areas, e.g. performance development review, induction, and training and development. Processing of information includes storage of records electronically and in hard copy format. Personal data will only be made available to OPCC staff and trade union representatives involved in these processes. Any data required for statistical/research purposes will be depersonalised.

### Section A

<b>Role profile ref no;</b>	TBC
<b>Department/Section:</b>	Performance and Policy
<b>Role Title:</b>	Research Officer
<b>Reports To- (Supervisor/manager's role title):</b>	Head of Performance and Policy
<b>Role Purpose:</b> (why the role exists)	<p>To organise and undertake research into criminal justice policy and activities for the purposes of supporting the Police and Crime Commissioner in the preparation of the Police and Crime and initiatives that contribute to the successful delivery of the priorities.</p> <p>To assist the Head of Performance and Policy in the production of expert advice on the policy implications of new legislation and research.</p>

### Section B

#### **Organisation**

*Please provide a simple line drawing indicating where the role sits within the organisation in the box below. (See guidance notes with regard to the use of formal organisation charts).*

Chief Executive

Head of Performance and Policy

Research Officer

## Section C

### **ROLE REQUIREMENTS**

*This involves identifying the most significant responsibilities of the role. Accountability statements are key functions of the role which in combination make up the main purpose.*

<b>Accountabilities</b>	<b>Accountability Statements</b>	<b>%of Time</b>
<b>Policy and strategy advice</b>	Using knowledge gained during information collection and review, help to produce expert, evidence based advice on the future development of the Police and Crime Plan and the priorities that sit within it.	15
<b>Information collection and review</b>	Identify, collate and review strategies, studies, policies, initiatives, data and directives which are relevant to policing and the wider criminal justice system, contributing to future policy development.  Remain continually aware of, and have a detailed understanding of the current issues, legislation, technical developments and national policy framework.	25
<b>Information and intelligence</b>	Analyse a range of quantitative and qualitative demographic, crime and related statistics and information primarily needed to support policy development to identify trends that require addressing through future policy decisions.	25
<b>Research and development</b>	Assist the Head of Performance and Policy to carry out primary research needed to fill information gaps in the monitoring of the activities of Hampshire Constabulary; be responsible for the design and functionality of appropriate electronic spreadsheets and data bases required in such research.  Supporting projects and initiatives aimed at utilizing the OPCC's information base and disseminating its expertise.  Maintain close awareness of best practice in the field.	20
<b>Communications</b>	Support the Head of Performance and Policy to disseminate policy developments to the wider OPCC team through formal reports to the Senior Leaders Group and informal updates to other staff members.	15

**Section D -The key decision making areas in the role**

Provide advice and recommendations based on professional expertise and knowledge through the Head of Performance and Policy to the PCC and the Senior Leaders Team.

Identify policy implications of a range of documents on behalf of the PCC.

Prioritise work programme within overall framework set by manager.

Identify what research methods and techniques may be beneficially applied to deliver evidence-based policy options for the PCC.

**Section E –The role dimensions –financial (e.g. budgets) and non-financial(e.g. units, workload, customers/staff)**

**Non Financial**

Liaison with other departments within the OPCC, Hampshire Constabulary, HMIC, Home Office and other criminal justice organisations.

**Section F -The main contacts–external/internal customer contacts and purpose**

**External**

Hampshire Constabulary– awareness of evidence based policing used on the frontline

Universities – awareness of current criminal justice research

Home Office and Ministry of Justice – knowledge of forthcoming legislation and providing feedback on Hampshire initiatives

**Internal**

Performance and Policy team–provision of advice and information for development of strategy

Senior Leaders Team – analysis of emerging policy and research and impact on Police and Crime Plan.

**Section G -Working conditions – environment, and physical effort or strain.**

Normal office environment

**Section H -Context/additional information**



## PROGRESSIONINROLE

### **Section J - Entry: Necessary role-related knowledge, skills and experience at selection**

A degree in an appropriate subject or equivalent

Experience of carrying out research within the criminal justice sector would be desirable.

Knowledge and understanding of current issues within the criminal justice sector.

Ability to work on own initiative with limited supervision

Good oral and written communication skills.

### **Section K –Initial induction/training required to become effective in the role**

#### **Estimated time to become operationally effective**

3 months

### **Section L –Operationally effective: How would effectiveness in role be demonstrated?**

Knowledge of all the relevant information sources

Ability to use all the relevant IT systems

Established effective working relationships with a full range of contacts

Good understanding of the Police and Crime Plan priorities

Confident ability to offer advice and guidance

### **Section M –Adding value: What characteristics will the advanced role holder demonstrate?**

Analytical skills.

Project management skills.

Advanced presentation and communication skills.

Working with a wide range of colleagues and organisations, both internally and externally.

### ROLE PROFILE

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	ROLE PROFILE FORM Reference Number.	
1	DEPARTMENT	Office of the Police and Crime Commissioner (OPCC)
2	SECTION	Commissioning Team
3	ROLE TITLE IN FULL	Restorative Justice County Coordinator
4	ROLE REPORTS TO (Supervisor/manager's role title)	Head of Strategic Commissioning

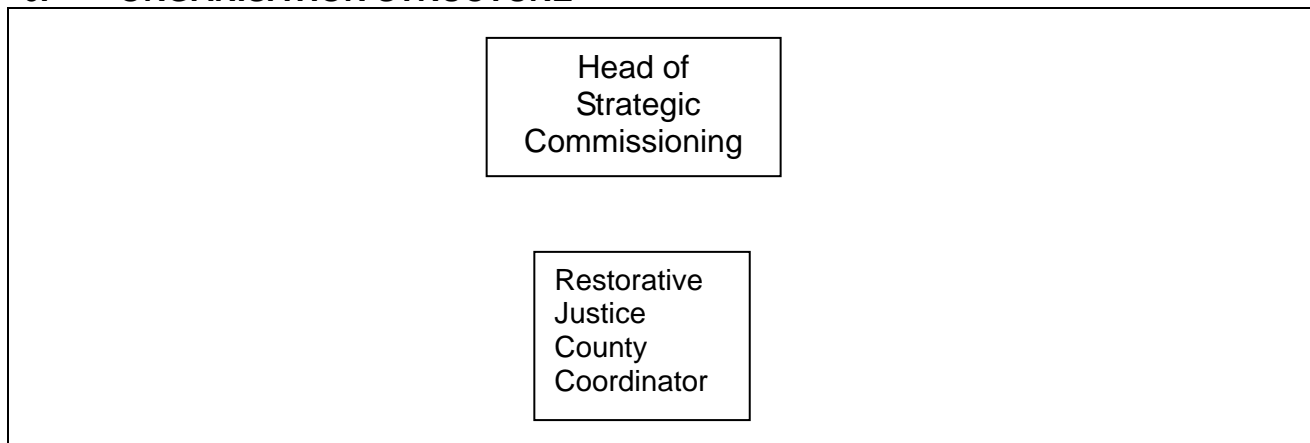
#### 5. Role Purpose

Lead on the implementation of the OPCC RJ Strategy, forming partnerships with key voluntary and statutory sector stakeholders.

Commission, contract manage and evaluate RJ services.

Build RJ capacity across Hampshire through training, leading working groups, providers' forums etc

#### 6. ORGANISATION STRUCTURE



## **7. Accountabilities**

### **Management & Leadership**

To lead on developing and implementing the OPCC RJ Strategy under the direction of the Head of Strategic Commissioning and the RJ Programme Board.

To manage an appropriate a number of RJ related workstreams and projects including policy, systems and service development.

To commission, contract manage and evaluate RJ services and projects, in line with OPCC policy and Ministry of Justice (MoJ) guidance.

### **Relationship Management**

Develop strong and effective relationships across the OPCC, with partner agencies such as Hampshire Constabulary (HC), Youth Offending Teams (YOT) and Community Safety Managers (CSMs), as well as local and national third sector providers.

### **Information Management**

Undertake collation, management and high level analysis of data as required to support and inform delivery of RJ work programme.

Lead on the procurement and management case management system.

### **Financial**

Work with the Senior Commissioning Project Officer to manage the RJ commissioning budget ensuring that funds are spent to deadline and inline with MoJ grant conditions.

### **Professional Accountability and Liaison**

Provide regular reports and updates to the RJ Programme Board, Community Safety Alliance (CSA) and related governance groups.

Lead and give formal and informal presentations to a variety of audiences which support successful delivery of the OPCC RJ Strategy.

Deliver training on RJ to diverse audiences.

## **8. Corporate and Statutory roles**

To ensure compliance with all OPCC requirements and policies.

To safeguard sustainability of developed schemes and projects via growing local capacity, identifying alternative funding streams, or mainstreaming services wherever possible.



## **9. Key Decision Making Areas in the Role**

- Allocation of resources consistently, within tight timescales to maximise output to secure effective performance, and involvement of external stakeholders as appropriate.
- Implement customer requirements and solutions in the context of individual project requirements and objectives, taking into account the broader corporate and business objectives.
- Successfully balance conflicting demands, take decisions on priorities and exercise appropriate judgement to enable delivery of RJ work programme.
- Agree priorities with partner agencies for specific projects and in line with programme timetable.
- Complex problem solving required to deliver business and customer solutions.

## **10. Role Dimensions – financial (e.g. annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

### **Financial**

Manage RJ programme budget, typically around £500000 per annum.

### **Non-Financial**

- Organise workload of self and allocate/delegate work to others. Manage personal workload to balance demands of several complex tasks or projects (typically 2-5) running concurrently.
- Monitor workloads and allocate/delegate tasks, as appropriate, to meet deadlines.
- Develop and contribute to the development of the processes required to deliver project requirements.

## **11. Main Contacts – external/internal customer contacts and purpose- Frequency & level of contact may also be relevant.**

Senior staff within HC and OPCC.

Partner agencies, as appropriate.

## 12. Working Conditions

May have to manage programme conflict issues between different stakeholders

### Person Specification

- Excellent understanding of RJ policy, strategy and approaches.
- Excellent understanding of the Criminal Justice System.
- Ability to demonstrate exceptional performance in a similar role
- Significant skills and experience in project or programme management
- Excellent communication skills at all levels, including oral, written, presentation, briefing and influencing others.
- Extensive experience in the preparation of reports for senior management
- Able to establish effective working relationships with people at all levels.
- Creative and innovative and able to apply this to produce business relevant solutions.
- Self motivated and committed to ongoing personal development. Should be able to display professional development beyond that acquired during the normal course of a job or through formally provided training.

### Qualifications

- Degree or equivalent work experience deemed to have brought the post-holder to a comparable level
- RJ Practitioner accreditation or qualification in Restorative Practice

### Experience

- Experience of leading on RJ policy, project or service development
- Experience of working in partnership with the Police, probation, YOTs or other criminal justice agencies
- Experience of commissioning, procurement or contract management
- Experience in delivering training to diverse audiences (desirable)

## **Role Profile and Person Specification**

**Department/Section:** Police Authority

**Role Title:** Scrutiny and Analysis Officer

Links to: Research and Scrutiny Officer (HCC 02490)

Grade: F

**Reports To:** Strategy and Delivery Manager

### **Role Purpose:**

To monitor Hampshire Constabulary's performance and keep Members informed as appropriate.

To ensure the effective delivery of the Police Authority's community engagement strategy and to undertake effective community consultation, to better inform the policies and targets of the Police Authority.

This will require responsibility for the Police Authority's approach to its involvement in partnerships, particularly the community safety field under the Crime and Disorder Act 1998.

To maintain the Authority's work across a range of activities including equality, diversity and Human Rights.

To provide a corporate response in relation to external consultations and requests, across a range of activities.

### **Accountabilities**

#### **Consultation**

To maintain consultation activities with all communities in Hampshire and the Isle of Wight, putting into effect any changes agreed by the Police Authority, having regard to the Authority's legal obligations.

To monitor and make more effective the methods and scope of consultation undertaken by the Police Authority.

To authorise the planning and organising of consultation events eg Stakeholder Conference and other ad hoc conferences as required and to facilitate where necessary, consultation meetings and focus groups eg rural communities, budget setting and policing priorities.

To seek innovative and imaginative ways of reaching all sections of the communities of Hampshire and the Isle of Wight.

Assist with ad hoc surveys, including analysis of data eg complaints

### **Performance and Data analysis**

To produce reports to enable the Authority to consider policies and targets to be included in its Annual Policing Plan and other statutory documents. Attend meetings of TCG.

Provide data as required for other Authority publications eg the Crime Prevention Annual Report and the Community Engagement Annual Report.

To produce as required reports for the meetings of the Performance Committee, commenting on the performance of Hampshire Constabulary against targets. Reports to include relevant data.

Attend the Hampshire Constabulary Performance Managers' working group meetings and the OCU Performance Managers' meetings.

Provide data reports as requested by Members and officers eg monthly performance reports for each OCU circulated to Link Members,

Provide performance data by OCU on an annual basis for inclusion on Annual Policing summaries.

### **Advice/partnership development**

To maintain and where necessary develop effective feedback mechanisms for the results of Police Authority consultation.

To liaise with other partners and stakeholders to effectively drive Authority duties and strengthen collaboration. Such partners/stakeholders include voluntary groups, eg Neighbourhood Watch, Crimestoppers; the private sector eg small businesses; schools; councillors and chief executives of local authorities.

Provide advice to Members attending meetings for example the County Strategy group, APA Citizen Focus policy group, APA regional meetings and the Prevent Strategy group.

Meet regularly with the Force Performance Manager and the community safety managers.

### **Training**

To provide guidance and training for Members of the Police Authority to enable them to carry out their role effectively for example by assisting at member induction training.

### **Policy development**

To develop policies for the Authority following consultation with Members, officers and key stakeholders as appropriate.

### **Person Specification**

#### **Desirable Criteria**

#### **Experience and achievements**

- Experience in research/consultation
- Experience of engaging the community and seeking their views
- Some knowledge of current public policy on areas relevant to community safety and equality and diversity agenda.

#### **Skills/Competences**

- Able to give written and verbal presentations to senior management
- Experience in handling focus groups, conducting telephone interviews and other consultative research methods.
- Previous experience of project management.
- Working knowledge of data analysis packages eg SPSS.
- Ability to develop policies across a wide spectrum of activity.
- Conversant with research design, including methods of data collection, analytical and statistical procedures for data analysis including demonstrating an ability to write clear and concise reports.
- Excellent oral and written communication skills, including demonstrating the ability to work with people at all levels.
- Strong interpersonal skills, including the ability to relate well to people from a range of backgrounds and disciplines.
- High degree of self-motivation and ability to work as part of a team.
- Able to liaise with and advise staff at all levels.
- Able to travel within and outside the Authority area.

#### **Expected Behaviours**

- Ability to be tactful and diplomatic to develop and maintain effective working relationships with a wide range of people both internal and external to the Police Authority
- Ability to demonstrate commitment and enthusiasm to tackle difficult issues and see a job through to a successful conclusion.

Reviewed December 2010



<b>ROLE PROFILE Part1</b>	<b>Role Title</b>	<b>SENIOR PROJECT SUPPORT OFFICER</b>		<b>Dept /OCU</b>	<b>SDD</b>
	<b>Role Access/PDR</b>	<b>SENIOR PROJECT SUPPORT OFFICER</b>	<b>PIP LEVEL</b>		<b>PHYSICAL RISK</b>
<b>Grade/Rank</b>	PO1				
<b>Responsible To</b>	Programme Manager				
<b>Staff Responsible For</b>	As determined by projects				
<b>Review by (Line Manager)</b>	Mairead Whiting	<b>Date</b>	16 July 2012		
<b>Purpose of Job</b>	To provide specialist advice and guidance to programme and project boards, senior officers & managers, and to programme and project managers, in accordance with Force Policy & Procedure 23000 and 23001.				
<b>Key Accountabilities</b>	<p>1. To directly support and be able to provide advice and guidance on approved methodology for programme and project management and delivery, and to be able to do this appropriately at all levels.</p> <p>2. Advise on and assist with programme and project planning, prioritising tasks, determining dependencies, estimating future requirements and managing conflicts, and highlighting any problems to the relevant Programme or Project Manager.</p> <p>3. Compile programme/project-related management information and reports, e.g. expenditure, overviews, Highlights, End Stage, End Project, Lessons Learned, Exceptions, and other programme or project management documentation, e.g. Project Initiation Documents, Quality Plans, Product Breakdown Structures, Product Descriptions, Work Packages, etc.</p> <p>4. Budget planning and preparation, monitoring project costs and advising the Programme or Project Manager and/or Programme/Project Board of expenditure. This will include liaising with Finance, Procurement and technical / consultancy suppliers, and making recommendations to resolve any issues.</p> <p>5. Assist with the identification, analysis and management of project risks and issues, ensuring that these are properly reviewed and agreed actions to mitigate these are taken.</p> <p>6. Review and audit the management of projects and/or programmes to ensure conformance to organisation standards.</p> <p>7. Manage Configuration Management and Change Control of project products throughout the project lifecycle, and the Quality Review process.</p> <p>8. To create communication strategies and plans, and support the delivery of communications for programmes and/or projects. This may involve identifying and engaging with stakeholders at all levels including suppliers, technical staff and senior officers / managers.</p>				

	<p>9. Provide project-related administration, for high level meetings, e.g. Programme Boards. Sometimes attending these boards and being able to give advice and guidance to senior managers at those boards on both progress and methodology.</p> <p>10. Provide guidance and direction to the project team to ensure that the aims and objectives of the strategic force projects are achieved within the parameters set</p> <p>11. To manage, motivate and develop staff reporting to you, ensuring they provide a professional, effective and efficient service at all times.</p> <p>12. Develop and maintain a good knowledge of subjects relating to a programme or project, including an understanding of business benefits and technical issues.</p> <p>13. Be aware of Force policies on Equal Opportunities, Health and Safety and Data Protection and comply with the legislation and the standards of 'good practice'.</p> <p>14. To give regular and effective service</p> <p>Note: This job description is designed to assist post-holders with understanding what is expected of them in their role. Hampshire Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post. The job description itself may be amended from time to time within the scope and general level of responsibility attached to the post.</p>
<p><b>Additional Requirements</b></p>	<p>Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation.</p> <p>The postholder may need to work occasional unsocial hours to meet the demands of the role</p> <p>The postholder must have access to reliable transport in order to visit various locations within the Force area</p>
<p><b>Training</b></p> <p><b>Health and Safety</b></p>	<p>All staff are required to complete annual DSE and Fire Safety e-Learning plus any applicable role-specific training.</p>
<p><b>ROLE PROFILE Part2</b></p> <p><b>Education/Qualifications</b></p>	<p><b>Essential:</b> : <a href="#">OCF</a> Level 5 or work experience deemed to have brought the post-holder to a comparable level.</p> <p>PRINCE2 Foundation, or work experience deemed to have brought the post-holder to a comparable level.</p> <p><b>Desirable:</b> ISEB / BCS Programme &amp; Project Support Office (Foundation)</p> <p>ISEB / BCS Programme &amp; Project Support Office (Advanced)</p>

	PRINCE2 Practitioner, or work experience deemed to have brought the post-holder to a comparable level.			
<b>Experience</b>	<p><b>Essential:</b> At least 2 years experience in a Project Support or a Project Management role, including project planning and preparation of project-related management information.</p> <p>Advanced in the use of MS Office products (Project, Word, PowerPoint, Excel &amp; Outlook).</p> <p>Experience of tailoring of PRINCE2 to meet the needs of individual projects.</p> <p>Use and maintenance of a variety of complex record keeping systems.</p> <p><b>Desirable:</b> Familiarity with police organisation and structure.</p> <p>Experience of supporting or managing projects through the entire project lifecycle.</p> <p>Experience as a line manager</p>			
<b>Recruitment &amp; Probationary PDR Competencies</b>	<p><a href="#">SFJ HA2 Manage your own resources and professional development</a></p> <p><a href="#">HB1 (ML B1) Develop and implement operational plans for your area of responsibility</a></p> <p><a href="#">SFJ HD6 Allocate and monitor the progress and quality of work in your area of responsibility</a></p> <p><a href="#">Decision making</a></p> <p><a href="#">Leadership - Leading change</a></p> <p><a href="#">Public service</a></p> <p><a href="#">Working with others</a></p>			
<b>Approved by Personnel/Admin manager</b>	Tam Pardoe	<table border="1"> <tr> <td data-bbox="1117 1234 1264 1279"><b>Date</b></td> <td data-bbox="1264 1234 1362 1344">24 July 2008</td> </tr> </table>	<b>Date</b>	24 July 2008
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## ROLE PROFILE

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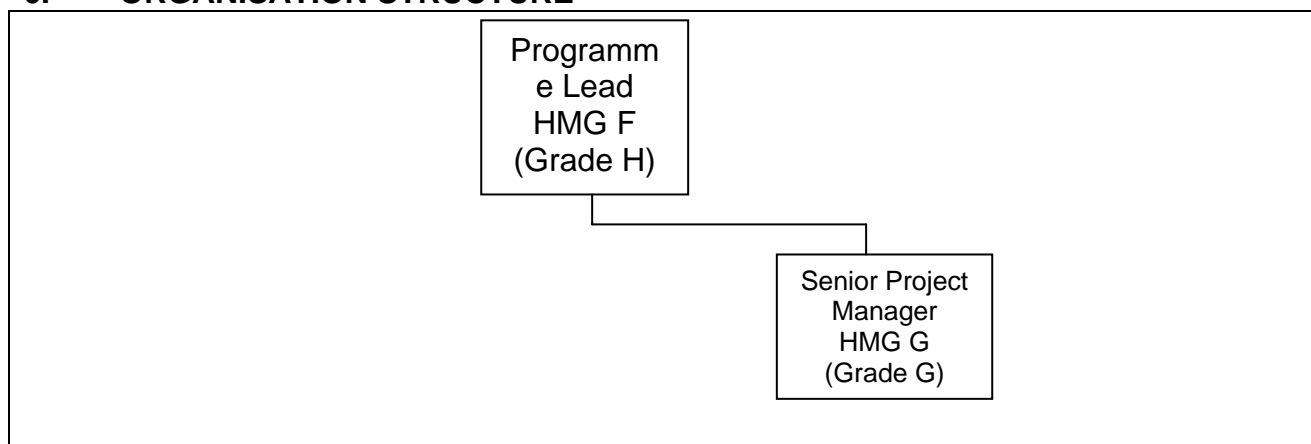
	<b>ROLE PROFILE FORM Reference Number.</b>	02807
1	<b>DEPARTMENT</b>	Office of the Police and Crime Commissioner (OPCC)
2	<b>SECTION</b>	Estate Change Programme (ECP)
3	<b>ROLE TITLE IN FULL</b>	Senior Project Manager, Estate Change Programme
4	<b>ROLE REPORTS TO (Supervisor/manager's role title)</b>	Programme Lead, Estate Change Programme

### 5. Role Purpose

Implementation and management of complex multi-layered projects (capital or other) and workstream areas which enable specific business change as required throughout the programme, management of the project office and staff. Create, implement, monitor and refine specific areas of work identified as critical to the delivery of the programme. Provide support to Programme Lead through delivery of the programme projects.

In addition, the role will have a major impact working with strategic managers and other programme managers in specifically identifying and developing opportunities for business change and efficiencies throughout the programme.

### 6. ORGANISATION STRUCTURE





## **7. Accountabilities**

### **Management & Leadership**

Implement and manage complex multi-layered projects in line with the agreed strategy. Manage appropriate workstreams to deliver the projects.

Implement, monitor and refine the detail to deliver the programme strategy which will enable integration of necessary workstreams; e.g. technological applications and property, to deliver successful programme outcomes.

Where applicable, to enable successful delivery of core projects and workstreams and support to the programme

### **Relationship Management**

Involvement and development of implementation plans for strategies which support a range of key workstreams as appropriate (e.g. through the design and articulation of appropriate data mapping activities)

Develop strong and effective relationships across departments, programme team, customers and external parties to enable buy in and delivery of specific project workstreams as necessary.

### **Information Management**

Undertake collation, management and high level analysis of data as required to support and inform delivery of the programme or project.

Where applicable management of the programme office with direct and indirect reports, to ensure appropriate, accurate, timely, and high quality support and works are produced in a number of ways e.g. reports, updates, presentations through systematically prioritising data requirements and information required and allocating resources to deliver the data required.

Where applicable ensure programme office staff are developed and managed appropriately to deliver effective data management, configuration routines, success monitoring and benchmarking, through day to day management and provide relevant support to the strategic and/or programme managers.

### **Financial**

Contribute to the overall project and programme finances for specific workstreams by managing project budgets typically over £1m, preparing reports and monitoring savings targets or costs as appropriate.

### **Professional Accountability and Liaison**

Provide regular reports and updates to the Programme Lead and give formal and informal presentations to a variety of audiences which support successful delivery of the programme

## **8. Corporate and Statutory roles**

To ensure compliance with all HCC requirements and policies

To safeguard sustainability of developed schemes and projects via growing local capacity, identifying alternative funding streams, or mainstreaming services wherever possible.

## **9. Key Decision Making Areas in the Role**

- Develop and recommend to the Programme Leads and Programme Manager specific strategies to ensure that the programme maintains momentum and ensures major project elements are in place in a timely manner
- Implement solutions arising from cross-departmental consultation and competing demands for delivering change in specific areas
- Allocation of resources consistently, within tight timescales to maximise output to secure effective performance, and involvement of external stakeholders as appropriate
- Define and develop best practice internally and externally for application to the programme to enable business change, IT infrastructure and other critical organisational elements for the programme to be implemented
- Implement customer requirements and solutions in the context of individual project requirements and objectives, taking into account the broader corporate and business objectives
- Successfully balance conflicting demands, take decisions on priorities and exercise appropriate judgement to enable delivery of specific workstreams
- Agree priorities with customers for specific projects and in line with programme timetable
- Complex problem solving required to deliver business and customer solutions
- Decide on research and data collection strategies and business system requirements for the Programme Office in line with overall programme requirements and implement innovative and improved systems and processes as a result

## **10. Role Dimensions – financial (e.g. annual revenue budgets) and non-financial units (e.g. workload, customers/staff)**

### **Financial**

- Manage project budgets, typically over £1m.

### **Non-Financial**

- Organise workload of self and allocate/delegate work to others. Manage personal workload to balance demands of several complex tasks or projects (typically 2-5) running concurrently.
- Monitor workloads and allocate/delegate tasks, as appropriate, to meet deadlines
- Develop and contribute to the development of the processes required to deliver project requirements



**11. Main Contacts – external/internal customer contacts and purpose- Frequency & level of contact may also be relevant.**

Senior staff within HC and OPCC  
Programme and workstream leads within the ECP  
Partner agencies, as appropriate

**12. Working Conditions**

Regular DSE usage  
May have to manage programme conflict issues between different stakeholders

**13. Role requirements for operational effectiveness**

- Graduate level entry or equivalent work experience deemed to have brought the post-holder to a comparable level
- Ability to demonstrate exceptional performance in a similar role over a minimum of 12 months.
- Competence in managing others, including development and motivation.
- Significant skills and experience in project or programme management
- Excellent communication skills at all levels, including oral, written, presentation, briefing and influencing others.
- Extensive experience in the preparation of reports for senior management
- Able to establish effective working relationships with people at all levels.
- Creative and innovative and able to apply this to produce business relevant solutions.
- Self motivated and committed to ongoing personal development. Should be able to display professional development beyond that acquired during the normal course of a job or through formally provided training.

**Qualifications**

- Degree or equivalent work experience deemed to have brought the post-holder to a comparable level
- Post graduate qualification, or evidence of project or other developmental qualification or training e.g. HOG training, other formal management or leadership training.
- Prince 2 Foundation, and preferably Prince 2 Practitioner

**Experience**

- Experience of delivering complex, multi layered programmes and projects with significant business change attached
- Awareness of the Managing Successful Programme (MSP) framework.
- Knowledge of the police operational working environment and working practices.





## **Job Summary & Person Specification**

**Job Title:** Youth Commission Project Officer(s)  
**Department:** Office of the Police and Crime Commissioner (OPCC)  
**Branch / Section:** Performance and Delivery

### **Job Purpose:**

- Part of a new team of two recruits, who will form a team and work together to develop and expand the next phase of the Police and Crime Commissioner's 'Youth Commission'. The focus now will be on progress of recommendations (see summary report) while taking engagement in to new geographic areas.
- These roles are needed until March 2017. They will be reviewed – as with the roles of all OPCC staff – after the Police and Crime Commissioner elections in May 2016
- Organise, recruit, engage with and mentor a cohort of up to 50 young people aged 14-25 across Hampshire and the Isle of Wight to run a 'Big Conversation' on policing and crime. Through the 'Big Conversation' Youth Commission members will engage with much larger numbers of other young people in a range of settings; capturing their views and using these to support, challenge and inform the Commissioner's work across all 4 Police and Crime Plan priorities.
- Enable Youth Commission members to work together to progress specific recommendations from this 'Big Conversation' and from the final report of the pilot phase 'Big Conversation' (July 2013 to February 2014). Youth Commissioner members will intersperse this work with future rounds of the 'Big Conversation'.
- Progress on specific recommendations will depend on your team work with other colleagues in the Commissioner's office and your confidence in working partners such as Hampshire Constabulary and in the criminal justice system
- Encourage and support the young people involved to achieve personal development; making positive use of the experience in their lives.





- Provide other resources that support the communication of young people's views on policy and practice. This might be project working with the Commissioner's police and communications teams to ensure the Youth Commission has an active profile with a range of stakeholders
- Working with your team colleague to enable Youth Commission members to remain as 'alumni' of the scheme; for example, as their lives move on to new opportunities and as newer cohorts of other Youth Commission members take on the more active lead roles.

### **What might you be doing?**

- Planning an activity and discussion day at a local weekend festival. Liaising with festival organisers; getting packs and display material together to take with you; and working with a group of Youth Commission member who are going to attend on the day and work with you to engage with festival attendees. Making sure you collect refreshments and forms & expenses for Youth Commission members.
- Over a three-week period, via phone, email and meetings, working with one of the younger Youth Commission members and one of their teachers, supporting them to prepare school and local youth club discussions about identifying signs that might suggest a personal relationship is at risk of becoming abusive.
- Meeting colleagues in the Commissioner's communications team, on a social media plan to let young people know about the launch of the Constabulary's new youth strategy.
- Researching and writing a policy briefing on youth offending; highlighting aspects that might matter most to local young people.
- Travelling to a number of after-school meetings to join Youth Commission members who are deciding how best to engage with 14-25 years olds from a range of faith and race backgrounds.
- Working with your peer colleague to review progress on your Youth Commission action plan, before discussing it at a regular project meeting with your senior manager.
- Meeting with your senior manager to agree the final stages in recruiting a new cohort of Youth Commission members from the Isle of Wight. Making sure that the approach will be sensitive to the range of backgrounds and

experience that members might offer, and that you feel confident and prepared to listen to, support and encourage vulnerable applicants.

- With your colleague, meeting your mentor to explore what has been working well in your new team, and what learning and development you are each going to focus on, so that your team is more effective.
- Taking on other duties, as may from time to time be required, and that support the Commissioner to fulfil his role and the priorities of his Police and Crime Plan

**Person Specification:**

	<ul style="list-style-type: none"><li>• Qualified to either graduate or equivalent</li></ul>
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<b>Essential Qualifications</b>	
<b>Essential Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"><li>• Excellent communication skills, both written and oral,</li><li>• Effective interpersonal skills, including teamwork, networking and negotiation skills and the ability to influence others, possibly from internal teams or other organisations</li><li>• Excellent organisational skills and an ability to plan, prioritise, work to, and meet, tight deadlines</li><li>• Interest and knowledge in policing and criminal justice practice <i>and</i> policy, as it might affect young people, including the perspectives of young people as victims and witnesses of crime and antisocial behaviour</li><li>• Evidence of work with young people as peers, in a facilitative way and engaging with diverse groups in doing so</li><li>• Organised, with ability to manage projects and plan, work to action plans</li><li>• Empathy and engagement with young people including those with varied backgrounds</li><li>• Evidence of commitment to diversity</li><li>• Creative, imaginative and proactive communicator</li><li>• Commitment to wider role of the Office of the Police and Crime Commissioner (OPCC)</li><li>• Commitment to personal development and team learning – and to encouraging this in others</li><li>• Evidence of problem solving and a positive attitude to seeking solutions</li><li>• Computer literacy with experience of using a variety of software for data management and transmission, especially the Microsoft Office suite of programmes</li><li>• Drivers licence as regular travel to remote locations is required</li></ul>
<b>Desirable Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"><li>• Experience of cash management and some basic budgeting</li></ul>

## **Working Conditions**

The following section provides an outline of the working conditions that may be encountered in this role.

- Flexible working in shared offices using display screen equipment and hot desks
- Occasional lone working and regular travel to different locations for meetings and events
- Self servicing in your team with access to some support from other colleagues e.g. for major events
- On occasion you will have a need to work in the evening or during the weekend but this can be taken as TOIL at a later date.

The Office of the Police and Crime Commissioner (OPCC) is committed to safeguarding young people and vulnerable children and expects all employees, workers and volunteers to share this commitment. We will ensure all our recruitment and selection practices reflect this commitment.

This post is subject to an enhanced criminal records check (DBS check)