

## POLICE AND CRIME COMMISSIONER ROLE PROFILE



## ROLE PROFILE

<b>Role Title:</b>	Senior Policy Officer (Criminal Justice)
<b>Grade:</b>	PO3
<b>Responsible to:</b>	Strategic Lead – Criminal Justice
<b>Responsible for:</b>	Policy Officers & Project and Policy Support (Criminal Justice)
<b>Liaison with:</b>	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
<b>Required Vetting Level:</b>	MV/SC – Management Vetting and Security Clearance
<b>Date Published:</b>	December 2022

## THIS IS A POLITICALLY RESTRICTED POST

**Role Purpose:**

Reporting to the Strategic Lead, the Senior Policy Officer will be responsible for the day-to-day leadership and management of the Criminal Justice Policy and support Officers, deputising for the Strategic Lead as and when required.

The post holder will be responsible for the oversight and scrutiny of local activities, leading and supporting the development, implementation of policy, and the delivery of outcomes identified in the South Wales Police and Crime Plan.

Identifying proactive opportunities to create partnerships and maintaining strong links internally at South Wales Police, across both the public and non-government organisations is integral to this role. You will be required to actively seek opportunities to further build and develop evidence-based approaches to achieve the delivery of the priorities in the Police and Crime Plan, the Criminal Justice delivery plan, joint government blueprints and Integrated Offender Management strategy. Whilst the post holder will be a member of the Criminal Justice team, they will also be expected to work closely with other portfolio areas to maximise outcomes.

The Senior Policy Officer will work across the force area as required, developing, and maintaining strong relationships to deliver more effective, collaborative ways of working and identifying best practice. This is a key position requiring a dynamic, high calibre individual

with strong leadership skills, a professional demeanour and proactive, resilient approach with a knowledge of the partnership landscape across South Wales. The individual will also have a desire to make an impact coupled with the communication and organisational skills to follow that vision through.

Responsibilities will include attending relevant meetings across the force area, preparation of specific highlight and performance reports and will be responsible for supporting the Commissioners team and partners in ensuring an effective and efficient Criminal Justice System

<b>Main Responsibilities</b>	<b>Advice and Guidance</b>
	<ul style="list-style-type: none"> <li>• Provide specialist advice and guidance on non-routine and escalated, complex issues related to area of work</li> <li>• Receive and respond to enquiries from customers, including complex and escalated queries</li> <li>• Analyse and present management information to senior managers and Commissioners team</li> <li>• Generate original ideas and innovative solutions through the provision of expert knowledge and advice</li> <li>• Provide support and guidance to the Criminal Justice team and develop strong, sustainable links with partner agencies to assist in the delivery of the Police and Crime Plan</li> <li>• Provide clear and accurate reports on partnership activity to ensure effective decision making and compliance with current legislative guidelines</li> <li>• Lead on work with partners to resolve complex problems, referring major issues to senior colleagues</li> <li>• Provide feedback and advice to promote best practice and identify potential learning, policy development or training needs for consideration by the force and other agencies.</li> </ul>
	<b>Business Improvement</b>
	<ul style="list-style-type: none"> <li>• Identify, propose and implement developments and improvements to the area, unit or project for the mutual benefit of the team and customers</li> <li>• Keep up to date with best practice, trends, changes and developments in department areas including Ministry of Justice initiatives/ legislation and advise senior officers on their implications</li> <li>• Provide challenge and support to the leadership team, acting as a catalyst for change and improvements in delivering the priorities of the police and crime plan</li> <li>• Deputise on behalf of the strategic lead in the monitoring of the Commissioners contribution to the delivery of criminal justice programmes through representation at partnership forums, scrutinising performance and ensuring the budget to which the Commissioner makes a significant contribution is being spent effectively</li> <li>• Assist with governance and scrutiny processes within the Commissioners Criminal Justice and Business Assurance teams</li> </ul>
	<b>Partnership Development</b>
	<ul style="list-style-type: none"> <li>• Identify proactive opportunities to create partnerships, with the aim of achieving the priorities of the South Wales Police and Crime Plan,</li> </ul>

	<p>cross government blueprints and the South Wales Criminal Justice delivery plan.</p> <ul style="list-style-type: none"> <li>• Coordinate delivery of joint programmes and policies, which progress the priorities of the Plan and through the best available evidence ensure that partnership funding is targeted towards joint needs and areas of concern.</li> <li>• Work in collaboration with partners to deliver improvements in performance across the Criminal Justice System by developing scrutiny, quality assurance and performance measures</li> </ul>
	<b>Organisation/Planning</b>
	<ul style="list-style-type: none"> <li>• Plan, organise and control the delivery of the operational service to achieve the established standards</li> <li>• Work with customers to identify and resolve any problems or queries regarding the provision of the service</li> <li>• Identify, seek approval for, and deploy suitable resources for the department to deliver its service objectives</li> <li>• Develop, propose and implement an approved project/ business plan for the unit, subject or function</li> <li>• Contribute to the development, implementation and promotion of the department policies and service strategies.</li> <li>• Develop, propose and implement an approved project/business plan for the unit, subject or function</li> <li>• Organise and manage the day to day delivery of subject area or projects including preparing and planning of resources</li> </ul>
	<b>People Management</b>
	<ul style="list-style-type: none"> <li>• Advise, motivate, and manage the performance of teams</li> <li>• Recognise and escalate the need to allocate/ task/ co-ordinate the work to other team members within specialist subject area/ project</li> <li>• Assist team in the preparation and use of equipment and techniques and advise on any specific aspects of work within own area</li> <li>• Monitor and allocate workload within team</li> <li>• Coach &amp; mentor other team members</li> </ul>
	<b>Policies &amp; Strategies</b>
	<ul style="list-style-type: none"> <li>• Monitor and report on policy implementation to ensure compliance and identify issues/problems.</li> <li>• Advise on developing policy, strategies and relationships to help deliver the priorities within the South Wales Police and Crime Plan</li> <li>• Share collective ownership of all priorities, policies and plans within the South Wales Police and Crime Commissioners office</li> <li>• Assist in consultations within subject area</li> </ul>
	<b>Project Management</b>
	<ul style="list-style-type: none"> <li>• Organise and manage the day-to-day delivery of subject area or projects including planning and deployment of resources</li> </ul>
	<b>Risk Management and Legal Compliance</b>
	<ul style="list-style-type: none"> <li>• Identify risks within own remit, mitigate risks and inform others on risks</li> <li>• Manage risk management schedules to ensure Department/ BCU meets its obligation concerning Health &amp; Safety and escalate serious problems</li> <li>• Monitor and ensure compliance with all regulations and policy guidelines</li> <li>• Escalate major problems</li> </ul>
	<b>Customer Service and Representation</b>

	<ul style="list-style-type: none"> <li>• To present a positive image and service to both internal and external customers</li> <li>• Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high-quality standard of service</li> <li>• Maintain confidentiality in relation to data protection issues and Management of Police Information (MOPI) standards</li> <li>• Provide the Third Sector a voice within South Wales Police and Crime Commissioner's office by listening to their needs, identifying opportunities for joint working, providing quality support, direction, guidance and promoting a strong partnership culture.</li> <li>• Develop, create and manage effective relationships with criminal justice partners and other relevant partners across the Force</li> </ul> <p>In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.</p>
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<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Qualified to NVQ Level IV/ degree level, be actively working towards or be able to demonstrate employment experience at equivalent level</li> </ul>
<b>Skills</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience in a policy development environment</li> <li>• Must be computer literate and proficient in Microsoft applications</li> <li>• Must be able to evidence the ability to research, prepare discussion documents and determine policy.</li> <li>• Must be able to develop, implement and monitor policies and procedures and demonstrate a commitment to best practice and to maintain quality standards.</li> <li>• Must have excellent, verbal and written communications skills including report writing skills.</li> <li>• Excellent analytical skills with ability to interpret and present information in a clear and understandable format</li> <li>• Must have proven strong influencing skills and an ability to work well with others to achieve positive outcomes.</li> <li>• Must have experience of advising managers with regards to high profile matters relating to policy, performance and quality assurance</li> <li>• Must demonstrate an ability to understand complex issues, assess facts, summarise and reduce them to their essential elements</li> <li>• Must display creativity and innovation in response to problems and flexibility when considering the course of action</li> <li>• Must have good prioritising skills, i.e. be able to control several projects simultaneously and make best use of resources to achieve positive solutions.</li> </ul>

	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Welsh Language Level 2 - Can understand the essence of a conversation in Welsh and can convey basic information and respond to simple requests in Welsh. Can use Welsh to transfer telephone calls. Can introduce oneself and others by name, role, and location/organisation. Can contribute to a meeting partly in Welsh.</li> <li>A clear commitment to the principles of Equality, Diversity and Inclusion as a golden thread across all work areas.</li> </ul>
<b>Knowledge</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>A good understanding of and clear interest in UK and Welsh Government policy development in the area of policing and criminal justice</li> <li>Political awareness and an understanding of the political landscape within which Police and Crime Commissioners operate</li> <li>Should display a strategic awareness and working knowledge/understanding of the relationships between agencies within the criminal justice system and Non-Government Organisations and other related partners</li> <li>In depth knowledge of service guidelines, processes, procedures and systems within the area of operation.</li> <li>Must be able to demonstrate application / experience in the following areas: <ul style="list-style-type: none"> <li>- Project Management</li> <li>- Partnership landscape across South Wales</li> <li>- Scrutiny and Quality assurance</li> </ul> </li> </ul>
<b>Personal Qualities</b>	<p><b>Serving the Public</b></p> <p>Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests</p> <p>Ensures that all staff understand, expectations, needs and concerns of different communities and strive to address them</p> <p>Builds public confidence by actively engaging with different communities, partners and stakeholders</p> <p>Identifies the best way to deliver services to different communities</p> <p>Understands partners' perspectives and priorities and works in tandem with them to deliver the best possible overall service to the public, building public confidence</p> <p><b>Professionalism</b></p> <p>Acts with integrity, in line with values of the Police Service</p> <p>Acts on own initiative to address issues, showing energy and determination to get things done.</p> <p>Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially challenging situations</p> <p>Upholds professional standards, acting a role model to others and challenging unprofessional conduct or discriminatory behaviour</p> <p>Remains calm and professional under pressure, defusing conflict and being prepared to make unpopular decisions or take control when required</p>

**Leading Change**

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 for staff and encouraging them to take on new responsibilities

**Leading People**

Inspires team members to meet challenging goals, providing direction and stating expectations clearly

Acknowledges the achievements of individuals and teams by recognising and rewarding good work

Recognises when people are becoming de-motivated and provides encouragement and support

Gives honest and constructive feedback to help people understand their strengths and weaknesses

Coaches and guides team members, identifying and addressing areas for development

**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 outcome

Identifies opportunities to reduce costs and ensure maximum value for money is achieved

Demonstrates forward thinking, anticipating and dealing with issues before they arise

Delegates responsibilities appropriately and empowers other to make decisions

Monitors progress and holds people to account for delivery, highlighting good practice and effectively addressing underperformance

**Decision Making**

Gathers, verifies and assesses information to gain an accurate understanding of situations

Considers a range of possible options before making clear, timely, justifiable decisions

Reviews decisions in light of new information and changing circumstances

Balance's risk, cost and benefits, thinking about the wider impact of decisions

Exercise's discretion and applies professional judgement, ensuring actions and decisions are proportionate and in public interest

	<b>Working with Others</b> Builds effective working relationships with people through clear communication and 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
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The overall responsibility of the Police and Crime Commissioner is to maintain an effective and efficient police service and to play a leading role in crime reduction and community safety in the Force area. All individuals of the Police and Crime Commissioner must display the qualities to be able to work in an organisation with minority groups and provide service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to workplace bullying or any other form of discriminatory behaviour.

### Method of Assessment

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

	Shortlisting
Qualifications	Yes
Skills	Yes
Knowledge	Yes
Personal Quality – Serving the Public	
Personal Quality – Professionalism	
Personal Quality – Leading Change	Yes
Personal Quality – Leading People	
Personal Quality – Managing Performance	Yes
Personal Quality – Decision Making	Yes
Personal Quality – Working with Others	