

Business Manager -OPCC Job Family – Manager

Grade: TBC	Department: OPCC
Location: Headquarters, Carmarthen / Agile working	Security Vetting: MV, SC
Role Specific Requirements/ Restrictions:	Political Restriction,
Role Specific Hazards:	Lone Working, Display Screen Equipment, Headsets
System Access Requirements:	To be confirmed

Role Purpose:

To provide professional, proactive and effective support and advice to the PCC to enable delivery of his statutory responsibilities. Leading and maintaining the provision of business operations for the OPCC, including:

Leading, co-ordinating and delivering the corporate governance requirements of the OPCC, guiding and advising the PCC and Executive Team in carrying out statutory responsibilities.

Role Specific Tasks

1. To be the data protection lead for the OPCC and ensure that all legislative obligations are met, particularly those under FOI and GDPR.
2. Lead the OPCC team to respond to and manage routine and dynamic OPCC demand, acting as a supervisory first point of contact.
3. To develop and review governance policies and processes to reflect statutory requirements and best practice, being responsible for the implementation of the policies ensuring that all key stakeholders are involved.
4. Ensure the OPCC is fully compliant with associated legislation, regulations and standards, acting on findings to ensure continuous improvement.
5. To monitor OPCC performance in relation to the Police and Crime Plan, the Policing Protocol and other statutory responsibilities, providing reliable and timely information and advice to the Executive Team on all aspects of compliance and performance of the OPCC as required.
6. To be responsible for the OPCC's management and compliance with the Data Protection Act, GDPR regulations and Freedom of Information Act, managing Freedom of Information requests and subject access requests and ensuring that any changes to information compliance legislation is effectively implemented within the OPCC. The role holder will also act as the Data Protection Officer.
7. To be responsible for the open and transparent publication of information relating to the PCC and his office, as required by statute.
8. Develop, implement, review and amend OPCC Risk and BCM Strategies and all appropriate documents and systems to support management of risk and business continuity.
9. Lead a team carrying out comprehensive and confidential business support activity, ensuring that high quality work and successful outcomes are achieved.
10. To oversee the arrangement of meetings, conferences and engagement,
11. providing a high-quality secretariat service for formal meetings, including statutory governance arrangements, such as the Joint Audit Committee.
12. To align with OPCC and force governance arrangements and to solve problems proactively as they arise.
13. Lead on the development of Annual Reports or similar documents for scrutiny so that statutory requirements are met, and the PCC is well placed to brief the Police and Crime Panel or hold the force to account.
14. To support the Chief Executive and PCC in preparing documents and managing overall arrangements for Police and Crime Panel meetings.
15. Ensure that public contact is dealt with effectively, with a strong focus on customer service. Devise strategies and approaches for managing casework and monitoring the timeliness of responses.
16. Provide support to the Chief Executive in addressing HR matters arising in the office, including the appointment of Chief Constable as prescribed by the Police Reform and Social Responsibility Act 2011, displaying integrity in handling confidential information on behalf of the PCC.
17. Provide support with OPCC and Commissioned Services budget monitoring as required.
18. Work closely with other colleagues to improve operational practices, effectiveness and efficiency.
19. Maintain professional awareness and horizon scan for future developments, with a commitment to own and organisational development.
20. To manage assigned project work, ensuring delivery is aligned to the Police and Crime Plan and that maximum benefits are realised in each case.
21. To represent the PCC or members of the Executive Team at both internal and external meetings as appropriate and necessary.
22. As a member of the OPCC management team, actively contribute to the strategic leadership and management of the OPCC

to enable it to fulfil its aims and objectives.

23. To lead and manage the work of direct line reports, ensuring that the team members work together in an integrated and proactive way, fostering the values, attitudes and behaviours of the OPCC.
24. To manage the staff and resources for the area of responsibility, monitoring budgets and financial liabilities, undertaking staff recruitment, performance and development.
25. To promote and adhere to the Equal Opportunities Policy to support the development of a diverse workforce.
26. To take reasonable care of own and others' safety; to co-operate with managers in complying with statutory health and safety duties; to report incidents, accidents or faults.
27. To undertake other duties as determined by the Executive Team which are commensurate with the grade.
28. To provide support and resilience within the OPCC when necessary.

Role Generic Tasks

29. To deliver advice and guidance on complex issues to the point of resolution.
30. To be accountable for service delivery through effective tasking and co-ordination processes.
31. To lead projects as directed by Senior Managers.
32. To provide day to day line management of employees, including the proactive management of workplace health and wellbeing.
33. To deal with employee conduct, performance and attendance matters in adherence to Force policy.
34. To effectively analyse performance of the work area, utilising continuous improvement techniques to improve and develop services.
35. To oversee specific budgets as designated ensuring expenditure is monitored.
36. To comply and act in accordance with relevant legislation, Dyfed-Powys Police Policies and protocols, including Code of Ethics, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.

To view descriptors of the level of responsibility required of this role please [click here](#).

Note: This job description is provided to give post holders a broad outline of the job activities of this post. Dyfed-Powys Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. The job description may be amended from time to time within the scope and level of responsibility relevant to this post.

Skills / Attainments [to be evidenced on application]	
Only evidence against these <u>FIVE</u> attainments on your application form	
	1. Must hold a degree, equivalent professional qualification and have relevant experience in the area of business management or corporate governance (E)
	2. Must have in-depth experience of communicating, negotiating and developing professional relationships across business areas and organisations (E)
	3. Must have experience of successfully co-ordinating large communications projects, programmes, events and initiatives (E)
	4. Must have experience of complex relationship management with a wide range of stakeholders, including a high degree of political skills and cultural awareness (E)
	5. Must have proven experience of leading and managing teams (E)

Other skills / experience / knowledge needed for the role and may be assessed during the interview process	
	1. Must have in-depth knowledge of working in a complex public or private sector organisation at a strategic level. (E)
	2. Must have experience and understanding of the criminal justice system (E)
	3. Must have proven strong influencing skills (E)
	4. Must have the ability to handle complex data and be able to analyse and present it in a simple fashion in letters, concise briefings, presentations and reports. (E)

	5. Must have a working knowledge of Internet/Intranet technology, social media and digital engagement (E)
	6. Should have the ability to engage through the medium of Welsh (level 3). (D)
	7. Must have experience of effecting change to improve performance (E)
	8. Must show evidence of continuous professional development (E)
	9. Must have well developed written and oral communication skills, including delivering high quality presentations (E)
	10. Must be computer literate with good knowledge of Microsoft Word, Excel and PowerPoint (E)
	11. Must be able to evidence ability to work autonomously, making sound evidence-based decisions (E)
	12. Must have proven experience of advising, negotiating and influencing with internal and external customers at all levels (E)
	13. Must be able to manage a workload and balance competing priorities, redirecting resources quickly and effectively to meet changing demands (E)
	14. Must be able to travel throughout the force area (E)
	15. Should have experience of managing budgets (D) Should have experience of managing budgets (D)

KEY: (E) – Essential / **(D)** – Desirable

Please Note: At interview candidates will be assessed against the criteria detailed in the following link [Click here](#). Further details on the interview process are provided as part of the candidate information pack.