



Job Description

Post Title:	Head of Business Services and Assurance
Grade:	J
Responsible to:	Chief Executive
Responsible for:	Assurance Officers, Business Support Team
Location:	The Office of the Police and Crime Commissioner (Currently located at 3 Northgate Street, Warwick).
Date:	September 2021

Job purpose

Lead the provision of a comprehensive and flexible assurance service and business operation to the Office of the Police and Crime Commissioner.

Support the Police and Crime Commissioner to carry out the full range of their statutory functions, including holding the force to account in their provision of an effective and efficient police service to the communities of Warwickshire Police.

Main responsibilities

1. Lead the OPCC team to respond to and manage the challenges and strategic issues that arise in policing and the governance thereof and to solve problems proactively.
2. Support the Chief Executive in the delivery of their responsibilities and deputise in her absence, including acting as the Deputy Monitoring Officer.
3. Provide high quality strategic advice to the Commissioner and others to enable him to hold the force to account effectively. Develop policies as required, and lead on the preparation of internal office policies
4. Lead a team carrying out governance, assurance and business support activity, to ensure that high quality work and successful outcomes in the

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activity undertaken. Model and develop leadership and management skills across the organisation.

5. Ensure successful creation of the Police and Crime plan and offer direction to internal resources and the force to achieve the plan objectives.
6. Lead on the development of the Annual Report so that it meets statutory requirements and effectively demonstrates how the PCC holds the force to account.
7. Lead and manage the relationship with the Police and Crime Panel to ensure they are able to review, scrutinise and support the Commissioner within the constraints of their legal framework.
8. Develop a performance analysis function and lead and manage the relationship with HMICFRS, driving force improvements from issues arising.
9. Ensure the Commissioner demonstrates transparency through proactive publication of key information in a timely manner.
10. Provide a high quality secretariat service for identified formal meetings, including statutory governance arrangements – such as the Joint Audit and Standards Committee.
11. Ensure high quality and customer focussed approach to statutory duties in the office – such as Freedom of Information Requests, Subject Access Requests, Police Appeal Tribunals, Pension Forfeitures and Complaint Reviews.
12. 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 response
13. Provide expertise and support to enable meaningful participation in force governance for strategic projects such as estates, infrastructure, people services and IT.
14. Lead the office approach to recruitment and management of contractors and volunteers, and provide support to the Chief Executive in addressing HR matters arising in the office, including complaints.
15. Fulfil the role of Information Asset Owner (IAO) ensuring the office meets its obligations in respect of the Data Protection Act 2018. Maintain and operate efficient and effective record keeping and filing systems, ensuring they are updated and information is stored and disposed of appropriately.
16. Ensure the physical office operates with respect to Health and Safety legislation and that regular monitoring takes place. To ensure proficiency in the completion of risk assessments, and the provision of first aiders and fire marshals. Ensure business continuity arrangements are up to date.
17. At as the key point of contact in managing the relationship with the legal advisor to the OPCC and progress matters as required. Ensure preparation of reports, policies and procedures to ensure the office is operating with in line with legal requirements and agreed expectations.

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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. Demonstrate a commitment to equality and diversity through actions and activities, using knowledge and tools to understand the impact of decisions on users.
21. Undertake any other duties as reasonably commensurate with role.

Special conditions

- Occasional travel across Warwickshire
- This role is politically restricted
- Flexi-time applies to this role

Security level

- Recruitment Vetting
- CTC Vetting

Person specification

Knowledge

- Degree in a relevant subject or extensive experience
- Extensive knowledge of the operations of a public sector organisation, delivery of statutory functions and the legislation that sits behind this
- Knowledge of issues facing policing
- Understanding of governance processes and their application within a statutory office

Experience

- Experience of building partnerships and working with others at a strategic and operational level
- Experience of managing a business operations function on a daily basis
- Experience of providing strategic advice in relation to key policy areas
- Experience of managing complex projects and programmes
- Experience of ensuring compliance with statutory requirements and best practice in relation to governance and transparency

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- Experience of managing a team and providing strategic leadership skills across an organisation, to enable a positive culture where colleagues can succeed

Key Skills:

- High levels of strategic thinking and analysis
- Ability to understand complex issues and translate them into action and solve problems
- Ability to multi-task, prioritise workloads and delegate effectively
- Analysing information and data and drawing conclusions
- Ability to communicate effectively in written and oral forms, and in negotiating and persuading others
- Ability to deal with sensitive issues appropriately
- Ability to utilise a full range of standard office IT software / packages

Behaviours: Supervisor / Manager

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- Resolute, compassionate and committed
- Inclusive, enabling and visionary leadership
- Intelligent, creative and informed policing

Under each competency are three levels that show what behaviours will look like in practice.

This role requires the post holder to be operating at or working towards **Level 2** of the CVF.