



Job title:	Performance and Scrutiny Officer	Main purpose of the role:
Grade:	SO 2	This role will support the Assistant Director of Performance and Scrutiny in the delivery of the PCC Performance and Scrutiny Programme. \n This will include: The analysis of performance information The production of performance and planning reports Administration of complaints and FOIs Support in the development of policy and strategy papers
Role code:	EOPCC0125	
Status:	Police Staff	
Home Office code:	Organisational Support	

Main responsibilities:

- To undertake the production of performance reports, including Quarterly Performance reports to the Police and Crime panel.
- To support delivery of the Performance and Resources Scrutiny Programme, including analysis of performance data and production of reports
- To support the Assistant Director of Performance and Scrutiny in the development of policy and strategy papers for the PCC / DPCC.
- To co-ordinate the tracking of progress against the deliverables within the Police and Crime Plan
- To attend meetings on behalf of the Assistant Director of Performance and Scrutiny
- To respond to Freedom of Information requests
- To act as co-ordinator of the public complaints process and to directly respond to complex complaints
- To undertake monitoring of complaints processed by Essex Police by the quarterly dip-sampling of Professional Standards Department files.
- To consider and provide response to complaints against the Chief Constable
- To liaise with, and provide information to, the Independent Police Complaints Commission in respect of appeals against decisions made by the Office of the Police and Crime Commissioner.
- To liaise with, and provide information to, the Police and Crime Panel in respect of complaints against the Police and Crime Commissioner and Deputy Police and Crime Commissioner.
- To provide coordination and the publication of Police and Crime Commissioner documents in line with the Specified Information Order, to include PCC decisions and PCC and DPCC expenses.
- Co-ordinate the production and review of OPCC policies and procedures
- To provide support to specific OPCC projects when necessary
- Any other task consistent with your grade, which is appropriate and necessary, to ensure the smooth running of the Office of the Police and Crime Commissioner.

- JUNE 2017

Vetting level:

Management Vetting required.

Necessary experience:

This post is deemed to be a designated post.

Vetting clearance is a pre-requisite of employment in designated posts and the post holder will be subject to management vetting assessment every 7 years. National security vetting clearances are reviewed every 10 years.

Please note: All posts within the Office for the PCC are politically restricted (as set out in schedule 16 of Police Reform and Social Responsibility Act 2011)

Behaviours:

Analyse Critically (Level 1)

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

Collaborative (Level 1)

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

Deliver, Support and Inspire (Level 1)

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

Emotionally Aware (Level 1)

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

Innovative and Open-minded (Level 1)

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures for continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.

Take Ownership (Level 1)

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

Values:

Impartiality (Accredited)

I take into account individual needs and requirements in all of my actions. I understand that treating everyone fairly does not mean everyone is treated the same. I always give people an equal opportunity to express their views. I communicate with everyone, making sure the most relevant message is provided to all. I value everyone's views and opinions by actively listening to understand their perspective. I make fair and objective decisions using the best available evidence. I enable everyone to have equal access to services and information, where appropriate.

Integrity (Accredited)

I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. I demonstrate courage in doing the right thing, even in challenging situations. I enhance the reputation of my organisation and the wider police service through my actions and behaviours. I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. I am open and responsive to challenge about my actions and words. I declare any conflicts of interest at the earliest opportunity. I am respectful of the authority and influence my position gives me. I use resources effectively and efficiently and not for personal benefit.

Public Service (Accredited)

I act in the interest of the public, first and foremost. I am motivated by serving the public, ensuring that I provide the best service possible at all times. I seek to understand the needs of others to act in their best interests. I adapt to address the needs and concerns of different communities. I tailor my communication to be appropriate and respectful to my audience. I take into consideration how others want to be treated when interacting with them. I treat people respectfully regardless of the circumstances. I share credit with everyone involved in delivering services.

Transparency (Accredited)

I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. I am clear and comprehensive when communicating with others. I am open and honest about my areas for development and I strive to improve. I give an accurate representation of my actions and records. I recognise the value of feedback and act on it. I give constructive and accurate feedback. I represent the opinions of others accurately and consistently. I am consistent and truthful in my communications. I maintain confidentiality appropriately.

Technical skills:

National Occupational Standards: