

Job title: Governance and Standards Officer

Grade: TBC

Role code: TBC

Status: Police Staff

Main purpose of the role:

- To support the PFCC's Statutory Officers in ensuring the effectiveness of key elements of the corporate governance framework.
- To work closely with colleagues across the PFCC's office, Essex Police and the Essex County Fire and Rescue Service to ensure that the PFCC's decision-making is timely and transparent.
- To support delivery of the PFCC's complaints programme, ensuring compliance with associated legislation, regulations and statutory guidance, as well as internal policies and procedures, in order to improve performance and enhance resident satisfaction.
- To support the conduct of Police Appeal Tribunals and Misconduct Hearings.

Main responsibilities:

- To establish and maintain constructive working relationships with a variety of colleagues both internally and externally, at all levels, providing clear, professional and accurate advice and support on governance, constitutional and procedural matters.
- To maintain decision logs, tracking the completion of key action points within the process and ensuring that decisions and other matters requiring sign off by the Statutory Officers and the PFCC / Deputy PFCC are achieved within the timescales required.
- To publish decision reports in accordance with the PFCC's Publication Protocol and prepare reports on the decisions made by the PFCC for scrutiny by the Police, Fire and Crime Panel.
- To act as a first point of contact for residents and other stakeholders wishing to make a complaint, express dissatisfaction or request a review of a complaint, responding to enquiries received by telephone, in writing or face to face, providing excellent customer service at all times.
- To provide effective and efficient administrative support to the PFCC's complaints process, ensuring the accurate and detailed logging of complaints and requests for reviews received; timely updating of records on the PFCC's complaints management system, and the maintenance of a full and complete record of responses and other related correspondence.
- To assess complaints against the IOPC Statutory Guidance, taking initial action and providing recommendations to the Complaints Manager regarding their handling as appropriate.
- To support the conduct of Police Appeal Tribunals and Misconduct Hearings as required, ensuring fair and timely allocation of Legally Qualified Chairs (LQCs) and Independent Panel Members (IPMs), coordinating the timely collation and distribution of relevant information, and processing IPMs' expenses in liaison with Essex Police's Professional Standards Department (PSD).
- To support the recruitment of LQCs across the Eastern region as required.
- To log all IOPC referrals sent from Essex Police to the IOPC, and to compile and submit other reports to the IOPC and other regulators as required in respect of complaint reviews and appeals against decisions made by the PFCC.
- To support the Monitoring Officer in providing information to the Police, Fire and Crime Panel in respect of complaints against the PFCC and Deputy PFCC.
- To maintain registers of gifts and hospitality and declarable interests.
- To maintain logs of national, regional and local consultation activity impacting the work of the PFCC to ensure that these are responded to in a timely manner, and to keep records of any responses submitted.
- To maintain and operate efficient and effective record keeping, filing and archives within shared systems which ensure that relevant information is easily accessible by all who require this. To ensure that governance databases and records are kept up to date, stored and destroyed in accordance with the PFCC's document retention and disposal policies and procedures.
- To ensure that the Data Protection Act 2018, the General Data Protection Regulation (GDPR), Government Security Classifications and any other statutory requirements relating to information management and security are complied with whilst carrying out these functions.
- To contribute to the initiation, development, maintenance and regular reviews of administrative policies, procedures and practices governing the work of the PFCC.
- To undertake any other such duties as may be allocated from time to time, consistent with the overall purpose and grade of the post.

Vetting level:

Recruitment vetting required.

Please also note that all posts within the PFCC's office are politically restricted (as set out in Schedule 16 of Police Reform and Social Responsibility Act 2011).

Knowledge and experience required:

- Good basic standard of education, at A level or equivalent vocational qualification or above, including in Maths and English.
- Demonstrable experience of robust information management practice, including gathering, handling, communicating and storing both electronic and paper-based information and documentation. Sound understanding of data protection legislation, with the ability to deal appropriately with confidential and / or sensitive material.
- Sound understanding of complaints handling processes and principles.
- Experience and understanding of the importance of implementing robust corporate governance arrangements, ideally within a local government or otherwise political environment.
- Competent in the use of a range of IT packages to establish effective administration systems and to create reports, correspondence and other documentation.
- Highly competent at planning and organising. Adept at managing a wide and varied workload; prioritising and managing competing demands and deadlines appropriately whilst still maintaining high standards.
- Strong interpersonal skills, with the ability to build and maintain positive working relationships with both internal and external stakeholders.
- Highly literate and displaying effective communication skills, both written and oral. Able to present information clearly and concisely, both in writing and verbally.
- Excellent interpersonal and stakeholder management skills. Confident, professional and customer focused in all interactions with internal and external stakeholders and partners.
- Keen attention to detail.
- Able to work competently and confidently both as part of a team and under own initiative.
- Prior experience of using a website content management system would be advantageous but not essential.

Behaviours:

Analyse Critically (Level 1)

I recognise the need to think critically about issues. I value the use of analysis and testing. 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 Conduct.

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 improve the service continuously and support my colleagues. I understand how my work contributes to the wider 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 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 office.

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 best to manage the situation when faced with provocation. I understand my own emotions and 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 that 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 PFCC. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

Values:

Integrity

We will:

- Do the right thing for the people of Essex
- Value our relationships and build them on transparency, honesty and trust
- Respect, support and listen to our partners and the public
- Value and embrace all individuals for their diverse backgrounds, experiences and ideas
- Keep promises and commitments made to others

Accountability

We will:

- Involve others in decisions and actions that affect them
- Take responsibility for our own actions
- Promote communities in which everyone takes responsibility for improving their own environment
- Demonstrate strong leadership and live our values
- Offer support and challenge to each other and to our partners
- Celebrate success and learn from experience as a team

Commitment

We are:

- Proud of what we do and passionate about serving the people of Essex
- Committed to do it once and do it right
- Determined to find solutions and achieve results that make a positive difference
- Committed to working in partnership with the public and partner agencies
- Open to innovation and new ideas
- Committed to making our workplace a positive environment where people want to work

Technical Skills:

Customer Services (Level 3)

Responds promptly and effectively to requests for assistance from customers, establishing and checking their service requirements. Understands the importance of completing accurate customer records and provides them with accurate and up to date information. Works well with others to improve standards of service and gathers information on customer feedback both positive and negative. Confident in face to face and telephone encounters with customers, accurately gauging needs and feelings through observation of behaviour and sensitive questioning. Is helpful and courteous at all times and remains calm, minimizing potential conflict situations.

Health and Safety (Level 3)

Has a basic understanding of Health and Safety issues affecting the current role and working environment. Takes responsibility for personal safety and the safety of others. Aware of hazards and reports problems identified to line manager. Understands and minimises the physical risk of injury through the use of proper manual handling procedures.

Information Gathering and Analysis (Level 4)

Is able to identify reliable and appropriate sources of information and select methods of gathering information which are efficient and effective. Has a working knowledge of legislation and policy relevant to the collection, recording, storage and distribution of information.

Knowledge of Police Environment and Policy (Level 3)

Has a basic awareness of current policing issues, the environment in which Essex Police operates and developments in the way the county is policed. Possesses sufficient knowledge of the roles of the various Areas / Departments, organisation structures and police systems to operate effectively. Understands, appreciates and adheres to working procedures, practices and policies relevant to the current role. Familiar with force goals and local business plan objectives.

Knowledge of Legislation and Policy (Level 4)

Has a thorough understanding of all legislation, policy and procedure relevant to the current role. Able to apply this and offer advice to colleagues as necessary.

Office Organisation (Level 3)

Has a good understanding of office routines and procedures, and possesses skills in planning, organising and monitoring work. Understands record keeping, filing and data storage systems, and can ensure that information is stored accurately / logically, within force guidelines. Able to organise the provision and storage of office supplies, stationery and consumable items etc. to ensure that appropriate stock levels are maintained. Able to undertake basic research and supply information in a well-presented manner. Can draft and prepare routine documents.

Office Technology (Level 3)

Able to utilise relevant force standard office software products such as word processing, spreadsheet, database, presentation and desktop publishing packages to a standard that matches the requirements of the current role in terms of quality and speed. Can operate other items of essential office technology such as photocopiers, facsimile machines, answerphones, shredders, in order to effectively undertake the requirements of the current role. Aware of the implications of Data Protection and acts appropriately in this respect.

Statistical Analysis (Level 3)

Familiar with use of basic statistics, charts and tables and is able to draw reasonable conclusions from available data. Able to identify degrees of reliability in raw data and published statistics, and advise colleagues accordingly. Demonstrates ability to convert figures into tables, charts or graphs using appropriate style and balance to convey meaning to other users.