



EMILY SPURRELL
MERSEYSIDE POLICE
& CRIME COMMISSIONER

JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Office of the Police and Crime
Commissioner (OPCC) for Merseyside

AREA/DEPT:

FAU:

SECTION: Executive Operations

JOB TITLE: **HEAD OF BUSINESS SERVICES
AND ASSURANCE**

REPORTS TO: Chief Executive

CURRENT RANK/GRADE: **G**

DATE: October 2023

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To lead the provision of a comprehensive and flexible assurance service and business operation for the Office of the Police and Crime Commissioner for Merseyside.

Support the Police and Crime Commissioner and Deputy Police and Crime Commissioner enabling them to carry out a full range of their statutory functions, including holding the Chief Constable to account in their provision of an effective and efficient police service to the communities of Merseyside.

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Lead a team carrying out assurance and business support activity to ensure that high quality work and successful outcomes in the activity undertaken and manage the challenges that rise in policing to solve problems proactively.
- b) Support the Chief Executive in the delivery of their responsibilities and initiate actions as required in response to complex or urgent situations arising on their behalf and provide support in addressing HR matters that arise in the OPCC.

- c) Ensure successful creation of the Commissioners Police and Crime Plan and offer direction to internal resources to achieve the plan objectives.
- d) Lead on the development of the OPCC annual report so that it meets statutory requirements and demonstrates how the PCC holds the Chief Constable to account.
- e) Lead and manage the relationship with the Police and Crime Panel to ensure they can review, scrutinise, and support the Commissioner within the constraints of the legal framework, providing timely reports for Police and Crime Panel meetings and co-ordinate post meeting feedback to ensure actions identified are responded to.
- f) Maintain oversight of the performance analysis function and that responses to the HMICFRS are responded to within required timescales to maintain the reputation of the Police and Crime Commissioner.
- g) Provide / ensure a high-quality secretariat service for identified formal meetings including meetings between the Chief Constable and Police and Crime Commissioner, the Merseyside Strategic Policing and Partnership Board, MP's meetings, meetings with Councillors and meetings reviewing the Estate Strategy.
- h) Ensure high quality and customer focused approach to statutory duties in the office such as Freedom of Information requires, Subject Access, Misconduct hearings, Police Appeal Tribunals, Pension Forfeitures and Complaint reviews.
- i) Ensure compliance with statutory guidelines and legislation relating to Health and Safety and Business Continuity, acting as an appropriate point of contact for other agencies and departments connected with this business
- j) 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.
- k) Ensure that the office meets its obligations relating to information management, GDPR, data quality information sharing and information security and maintain and operate an efficient and effective record keeping and filing system ensuring they are updated and information is stored and disposed of appropriately.
- l) Ensure preparation of reports, policies, and procedures to ensure the office is operating in line with legal requirements and agreed expectations.

- m) Oversee effective volunteer schemes including the statutory provision of an Independent Custody Visitor Scheme and discretionary Animal Welfare Scheme and demonstrate a commitment to equality and diversity through actions and activities considering the impact.
- n) Model and develop leadership and management skills across OPCC and maintain professional awareness and horizon scan for future developments with al commitment to own and organisational development.
- o) Be accountable for all Health and Safety issues, including risk assessment, pertaining to the post holder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

Educated to Degree / Level 6 of the Qualifications & Credit Framework (QCF) equivalent in a Political Science / Management / Business / Analytical orientated subject and / or significant experience of working in a similar business / management role.

Postholder must also have proven experience demonstrable understanding of working in a professional environment in which political awareness is required. This could have been gained in, for example, local government, the civil service or a charitable organisation.

A knowledge of OPCC systems to understand and enable further development and business change.

Experience of managing a business operations function on a daily basis including understanding of Scrutiny and Performance, Casework, Misconduct Hearings, Complaints Reviews, Research, Volunteer and Victims Coordination and Secretarial to ensure that local and national policy is adhered to and changes are effective in support of OPCC.

Extensive knowledge of the operations of a public sector organization, delivery of statutory functions and legislation that sits behind this.

Knowledge of issues facing policing to ensure an effective business and assurance service is provided.

Experience of building partnerships and working with others at a strategic and operational level. Excellent interpersonal skills to influence and communicate on behalf of the Police & Crime Commissioner at all levels, including with external individuals, organisations and partners such as other Police and Crime Commissioners, Local MPs and Councillors, Merseyside Police and Crime Panel, Police Appeal Tribunal Members, Barristers, Legally Qualified Chairs, Home Office, Merseyside Police, Merseyside Police Professional Standards Department, Information Commissioner's Office, Independent Office for Police Conduct, Trade Unions, local and national media outlets.

Must hold IOSH Managing Safely Course or higher in order to ensure compliance with statutory guidelines and legislation.

Experience of ensuring compliance with statutory requirements and best practice in relation to governance and transparency

Experience of providing strategic advice in relation to key policy areas.

Experience of managing complex projects and programmes of work.

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

Possess high levels of strategic thinking and analysis.

Ability to utilize a full range of IT software and packages.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

4. RELATIONSHIPS:

(a) *Supervisory responsibilities:*

Direct line management of Scrutiny and Performance Officer x1; Complaints Reviews Adjudicator x1; Private Secretary x2; Victims and Volunteer Coordinator x1; Caseworker x1; Public Affairs and Research Assistant x1;

(b) *Supervision Received:*

The OPCC Chief Executive, but the post holder is expected to have the capability of exercising initiative and working with the minimum level of supervision.

(c) **Other Contacts:**

(i) **Within Merseyside OPCC:**

PCC, Deputy PCC, Chief Executive, Chief Finance Officer, Force Liaison Officer, Commissioning Team, Partnership and Portfolio Team, Violence Reduction Partnership Liaison Officer, Programme Manager Serious violence duty and Merseyside Criminal Justice Board Manager.

(ii) **Outside Merseyside OPCC:**

Regional OPCCs, Association of Police and Crime Commissioners, Local Authorities, LCR Combined Authority, Metro Mayor's Office, Local MPs and Councillors, Merseyside Police and Crime Panel, Home Office, Merseyside Police, Information Commissioner's Office, Independent Office for Police Conduct, Trade Unions, local and national media outlets.

5. **CONTEXT:**

(a) **Operating Environment:** (Services provided, work patterns, who are the customers).

The post holder works within the OPCC's flexible working hour's scheme.

(b) **Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Police Reform and Social Responsibility Act (2011)
OPCC Policies and Procedures
Merseyside Police Policies and Procedures
Relevant Legislation
Local and National Conditions of Service
Data Access Legislation
Financial Regulations and Standing Orders

(c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

Private Secretary x2 - Secretarial support to PCC, DPCC, Chief Executive (CEX)

Complaints Reviews Adjudicator x1 - Reviews complaints previously responded to by Professional standards whereby the complainant is unhappy with the response in order to allow the Chief Executive to respond back to complainant. This has reputational challenges for the force and OPCC so is a highly important role.

Caseworker x1 - Manages correspondence and calls coming in to the office, drafting responses on behalf of the PCC/DPCC and Chief Executive (CEX).

Scrutiny and Performance Officer x1 - Supports the PCC and CEX arranging panels allowing the PCC to scrutinise the Chief Constable highlighting areas of force performance to be scrutinised, and preparing responses back to HMICFRS on behalf of the PCC.

Public Affairs and Research Officer x1 - Horizon Scanning and research role

Victims and Volunteers Co-Ordinator x1 - Recruiting Independent Custody Visitors And Animal Welfare Officers, arranging ICV training and regular meetings, liaising with ICV chair and Chief Inspector Custody and arranging Animal Welfare visits to the Horse and Dogs Section and liaising with the Dogs Trust

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: N/A

Staff: 7

Other: N/A

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

The Head of Business Services and Assurance is a critical role, that requires effective leadership, responsible for influencing and developing working relationships with key stakeholders at a Senior level, engaging with MPs and Councillors office's, the Police and Crime Panel, the Chief Constable in regular meetings with the Police and Crime Commissioner and other key stakeholders.

The postholder is responsible for developing and managing an overview of the wider OPCC programme of events and representing the PCC, DPCC and Chief Executive at events and meetings, expressing the PCC's and DPCC's views and taking appropriate decisions when required.

A key challenge facing this role is the ability to work flexibly to meet and anticipate competing, time sensitive and reputationally critical issues whilst also ensuring an effective and efficient business operation function to facilitate business as usual activity across the OPCC.

8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

Must be able to occasionally travel across Merseyside.

The post is a politically restricted post.

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).

10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn