



EMILY SPURRELL
MERSEYSIDE POLICE
& CRIME COMMISSIONER

JOB DESCRIPTION QUESTIONNAIRE

DIRECTORATE: Office of the Police and Crime Commissioner

DEPT/DIST:

SECTION: Commissioning, Policy, and Research

JOB TITLE: Senior Commissioning, Policy, and Research
Support Officer

REPORTS TO: Director Commissioning, Policy, and Research
Officer

CURRENT RANK/GRADE: F

DATE: July 2023

1. JOB PURPOSE:

To lead on the commissioning, monitoring, development, and improvement to the delivery of the Police and Crime Commissioner's Victim Care Merseyside services and support the enhancement of the availability of support services for victims of crime.

To undertake commissioning activities in partnership with funding bodies, such as the Ministry of Justice, and other key partners including procurement services and local authorities, to ensure that the commissioning of services meets legislated requirements, whilst achieving the aims of the PCC's Police and Crime Plan.

To assist the monitoring, evaluation, and reporting of the work of the PCC's services, and promote the availability of victim services through awareness raising activity and supporting the PCC's income generation work.

2. PRINCIPAL ACCOUNTABILITIES:

- a) To lead the commissioning and tendering of victim support services, working to ensure that the delivery of victim services meets the needs of victims of crime, the Police and Crime Commissioner (PCC), and the Police and Crime Plan. The work of the post holder will support the PCC's victim services to meet the requirements and conditions of the Ministry of Justice Victim Services Grant Agreement.
- b) To promote the work of the PCC's Victim Care Merseyside (VCM) Services, working with the OPCC press and media officers to raise the profile of the VCM brand. To encourage victims of crime to come forward



for support and ensure that the VCM website remains updated with the details of VCM and other third sector victim services' referral pathways and other relevant information. On occasion, this promotion work will include attendance at meetings and events to deliver presentations regarding the availability and work of the VCM services.

- c) To lead on the development of an evidence base (the Victim Needs Assessment) to ensure that recommendations that are made to the PCC for the commissioning of new or re-tendered services consider the feedback of victims of crime, third sector organisations, criminal justice, and local authority partners. The evidence base should also consider changes in crime patterns and trends, and legislation or other national and local policy matters, alongside learning from the PCC's own commissioning work. The evidence base should be ready for presentation to the PCC at the point of new commissioning recommendations, but development should take place throughout the commissioning cycle. The post holder will develop new service specifications, Invitations to Tender (ITTs), and lead on procurement activity within strict deadlines, as appropriate to the commissioning cycle.
- d) To work in partnership with VCM providers, to ensure that the PCC's commissioned services meet consistent high standards of service delivery, whilst working together as a co-operative group of organisations, encouraged by the work of the role holder and the wider Office for the PCC.
- e) To work with commissioned services to ensure that they meet the requirements of the Ministry of Justice (MoJ) Victim Services Grant Agreement, service contracts, and specifications. Ensure that the reporting of service outcomes and outputs by service providers are timely and accurate. The post holder should challenge services that do not meet contracted obligations, or and other requirements of the contract and MoJ Grant, including when outcome reports are not received on time or are inaccurate. This will also include the chairing of contract management meetings as required, ensuring that minutes of the meeting are recorded, and that any actions from meetings are addressed. It is the responsibility of the post holder to ensure that contract management meetings, at a frequency appropriate to the individual contract, are diarised at least 12-months in advance. The role holder will also be required to support the monitoring and reporting of other PCC grant funded services, including the Community Safety Grant.
- f) To lead on the completion of the bi-annual MoJ Victim Services Outcome Report. The post holder must ensure that this is completed prior to the deadlines set by the MoJ - currently by 30th April (mid-year) and 31st October (end of year) annually, although this may change and is subject to MoJ direction. The post holder must ensure that service providers are aware of the need for timely reporting of data, and are prepared to support victim services, whilst challenging those that do not meet contracted obligations, including the withholding of payments where this is necessary (in line with grant conditions). The post holder will report progress to the



Director of Commissioning, Policy, and Research, and the PCC's Chief Finance Officer.

- g) To produce a Victim Services End of Year Report, by the latest month of August in each calendar year, to demonstrate to the PCC the value of the commissioned services, with a section dedicated to each of the PCC's services including PCC funded domestic abuse provision. The report should highlight service volumes, demographic data, trends and patterns, a case study for each provider, and any risks and issues that has been encountered by the individual service through the financial year, as a minimum. Once agreed by the PCC, the End of Year Report will be provided to the Police and Crime Panel and be available for public examination on the PCC's website.
- h) To complete reports connected with the PCC's victim services as required, which may involve analysis of the effectiveness of service provision, and the overall VCM strategy. This includes victim service reports to the Police and Crime Panel, Ministry of Justice, the PCC's Annual Report, and others as deemed necessary or required by the Director of Commissioning, Policy, and Research, including the completion of Key Decision Papers to authorise PCC spending and other decisions.
- i) To attend meetings on behalf of the Director of Commissioning, Policy, and Research, as required. This may include the Association of PCC's Victims' Working Group, Sexual Assault Referral Centre contract management and SAAS Partner Network Meetings, the Strategic Pan-Merseyside Multi Agency Child Exploitation Meeting, the Sexual Violence Governance group, the Strategic Domestic Abuse Steering Group, the OPCC Equality Programme Board, The OPCC Chief Executive's Weekly Management Meeting, and the Police and Crime Panel.
- j) To attend the PCC's Victim Programme Board, to update the Board on the progress of victim services, delivering presentations as required and support the Director of Commissioning, Policy, and Research to respond to the findings of inspection and audit reports that relate to the delivery and financial arrangements for victim services, ensuring that recommendations and requirements are responded to in a timely manner, and that all points are addressed
- k) To work/consult with national bodies, including the Association of Police and Crime Commissioners, the Home Office, the Ministry of Justice, and other criminal justice agencies to support victim services collaboration and activities. This will include the development and submission of funding bids, working alongside the OPCC Income Generation Officer, for victim service-related funds, working within the parameters and deadlines of the fund, considering the PCC's views and requirements.
- l) Undertake responsibilities relating to information management, data quality, information sharing, intelligence, and information security in accordance



with the NPCC Guidance on the Management of Police Information to achieve compliance with the Statutory Code of Practice.

3a. KNOWLEDGE AND EXPERIENCE: *What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).*

The post holder must have: -

A research background in criminology (including victims of crime) or have relevant experience in a similar role. The post holder should be educated to post graduate level, with a significant statistical, research content and have a detailed understanding of approaches and concepts related to research or have relevant qualifications and/or experience. Knowledge of delivering research findings within an organisation and of using research to inform policy and strategy development is essential.

A proven ability to negotiate & and influence. The postholder should be able to develop and maintain complex relationships and partnerships with a wide range of different people from different organisations. The post holder must be able to influence the thinking, views and decision making of a wide range of partners and stakeholders both locally (regionally and nationally) to challenge established thinking and promote change.

A knowledge of contract regulations, and service tendering and commissioning processes.

The ability to maintain clarity and resilience whilst facing complex and constantly changing situations is necessary in order that the post holder can maintain necessary focus on key strategic issues and deliverables.

The ability to display high levels of confidence, initiative, forward thinking and self-motivation to deliver the requirements of the unit and wider department.

Excellent analytical skills. The post holder must have sound analytical and problem-solving skills, with expert knowledge of the concepts and principles underlying strategic analysis.

Excellent written and verbal communication skills. The post holder must possess excellent communication skills, both written and verbal and have experience of dealing with people at various levels within and outside of the organisation and providing a variety of strategic reports to aid decision making.

The postholder must have significant experience of presenting their work in a formal setting to senior audiences.

Strong leadership skills are essential, with experience at senior management level, to enable the post holder to operate efficiently and effectively and be able to deliver to tight deadlines.

Significant experience of building internal and external relationships and networks, enabling positive business outcomes.

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

Not applicable

4. RELATIONSHIPS:

Supervisory responsibilities: *Indicate how you direct and motivate personnel for whom you are responsible, the extent of your contact with them and what the issues are during this contact.*

a) Supervisory Responsibilities

The post holder will line manage the Commissioning, Policy, and Research Support Officers.

b) Supervision Received: *(How does your Supervisor / Manager direct you?)*

The post holder will report directly to the Director of Commissioning on all aspects of the role.

The post holder will be expected to consult with the Chief Finance Officer regarding matters of finance.

c) Other Contacts:

i) Within OPCC

Regular contact with Police and Crime Commissioner, Chief Executive, Chief Finance Officer, Director of Commissioning Policy & Research, Finance, Contract Manager, Commissioning Policy & Research Support Officers, Senior Policy Officer, Policy and Research Assistants, the Independent Custody Visitor and Commissioned Services Support Officer, Portfolio and Partnership Team Manager and Officers, Media and Press Officers.

ii) Outside OPCC

Victim Care Merseyside commissioned services, including the VCM hub Service.

Merseyside Police – Income Generation Officer, Local Policing leads, other as required by the income generation process.

Government departments - Home Office, Ministry of Justice.

Association of Police and Crime Commissioners (APCC), Association of Police and Crime Commissioners Chief Executives (APACE), third-sector national victim service organisations including charities, the National Homicide Service, other national victim service focussed organisations.

Community Safety Partnerships, Community Foundation, Voluntary and third Sector, Community Groups and individuals requesting financial assistance, Grant recipients, other Victims' Services providers.

5. CONTEXT: *What is the nature of the service which you provide and what aspects of the environment distinguish your job, e.g., if you are an Enquiry Officer, who are the customers, how varied are the queries, do you work days or shifts, perhaps giving an example or two.*

a) Operating Environment

What is the nature of the service which you provide and what aspects of the environment distinguish your job, e.g., if you are an Enquiry Officer, who are the customers, how varied are the queries, do you workdays or shifts, perhaps giving an example or two.

The post holder will operate at a senior level, reporting directly to the Director of Commissioning, and will have the ability to work independently upon commissioning activities.

To provide a service within a 36.5-hour week (flexi-time system), Monday to Friday - however, there will be a need for flexibility and a requirement to work flexible hours to meet deadlines because of the nature of the role.

The post holder must be willing to travel for business purposes and occasionally work outside of core hours to meet organisational need and facilitate commercial networking opportunities.

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

Merseyside Police/OPCC Policies and Procedures.
Procurement Legislation.
Local & National Conditions of Service.
General Data Protection Regulations.
Financial Regulations/Standing Orders.

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

To support the overall objectives of the post in achieving the Police and Crime Commissioner's statutory responsibilities in relation to the commissioning and management of victim services as appropriate to the role.

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

Financial: *Indicate in terms of annual sums of money relevant magnitude over which you have some responsibility, for example, budgets, operating costs, income, project costs, and salary costs. Use latest budget figures.*

The post holder will provide day to day management of Ministry of Justice Victim Service Grant funding streams, which for 2023/24 and 2024/25 is £3.2m. The post holder will also support the PCC's aspiration to generate additional funding to support victims of crime and other crime reduction initiatives and will work with the

OPCC Income Generation Officer to achieve this aim. Since 2021 the OPCC has generated an additional £10m through this work.

The post holder will be responsible for holding Victim Care Merseyside service provides to the requirements of their contracts, and the financial requirements of the Ministry of Justice grant conditions.

Staff: *Numbers who report to you directly or indirectly, indicating where appropriate, a financial breakdown.*
two staff

Other: *Indicate any other magnitudes which help to clarify the job, e.g., number of customers, suppliers, geographic territory.*

In order to meet OPCC statutory responsibilities in relation to victim services commissioning, consulting with Association of Police and Crime Commissioners, Association of Police and Crime Commissioners Chief Executives and appropriate government departments.

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

Identify the most complex or demanding parts of your job. This should not refer to specific short-term problems but those aspects of the job a fully competent job holder would find most demanding on an ongoing basis.

The post holder requires knowledge and experience of victim services commissioning, procurement and tendering design and delivery, partnership working and influencing, monitoring and evaluation of services, whilst operating in a challenging and time critical environment.

The OPCC operates within a complex, challenging and changing landscape in which Police and Crime Commissioners receive government funding for the delivery of victims' services, which support victims of crime to cope and recover, and allow Merseyside criminal justice agencies to meet the legal requirements of the Code of Practice for Victims of Crime. The post holder will need to be able to understand and apply existing understanding and knowledge to complex application processes, grant terms and conditions.

The post holder is required to have a sound background of financial regulations, standing orders and be able to oversee the procurement processes and the day-to-day management of expenditure and income of the PCC's Office.

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).

Briefly identify any aspect of your job which you feel has not been adequately covered in the previous sections and which you feel is important in understanding your job. It is not necessary to complete this part of the J.D.Q. if you are happy that the previous information presents a clear picture of your job.

9. ORGANISATIONAL STRUCTURE:

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



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& CRIME COMMISSIONER

TBC

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: