



Role Title:	Office Manager
Department/Unit:	Office of the Police and Crime Commissioner
Rank/Grade:	Scale 6
Reporting to:	Senior Policy Officer
Main purpose of the role:	To ensure whole office coordination and provide virtual office management to ensure that the Office of the Police and Crime Commissioner (OPCC) has everything it needs to function effectively in the hybrid model of working that it has adopted. This includes the management of the Business Support function and provision of resilience in support of the Police and Crime Commissioner (PCC), Deputy Police and Crime Commissioner (Deputy PCC) and Chief Executive and Deputy Chief Executive.

Key Responsibilities

- Business Support – To manage the business support function through the development and delivery of a comprehensive, efficient, and effective service across all areas of the business.
- Provide support and resilience to the existing PA to the PCC and Deputy PCC, Chief Executive and Deputy Chief Executive. This will include providing comprehensive and proactive personal/executive assistance. Working in collaboration with the PA, it is a joint responsibility to ensure a good experience for visitors, efficiency of meetings and general good planning for the OPCC.
- Compliance and governance - ensure statutory and governance requirements and processes are adhered to on behalf of the Commissioner, including drafting responses and briefings to formal reports.
- Oversee and ensure timely completion and publication of statutory transparency requirements for Commissioner and Chief Executive as required.
- Supporting with complaints, correspondence and issues handling.

SC6 – Office Support Manager

Last updated: October 2022

- Police and Crime Panel support – provide support to Head of Business Development for PCC's statutory meeting with Panel.
- Working closely with recruiting line managers to provide support with progressing the recruitment process and having oversight of it.
- Provision of support to the Finance and Audit Manager.
- Knowledge sharing and training opportunities advocate – this role is required to field potential opportunities for training and development and promote them within the team to ensure the team are working as effectively as possible.
- Oversight of compliance with mandatory training sits with this role, an administrative task that tracks progress against this reminds the team when renewals are due.
- This job description is not exhaustive, the appointed individual will be required to follow any other instructions and to perform any other duties requested by their line manager.

Financial e.g., Limits/Mandates	Non-Financial e.g., Staff Responsibility
<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Line management responsibility for staff and/or officers.

Psychological Assessment	To be confirmed
Return on Investment / Tenure	Not applicable
Homeworking / Agile Working	N/A

Entry Requirements

- 2 A levels or similar qualification i.e., NVQ level 3 essential
- Secretarial / office management qualifications or experience – essential
- Good planning and organisational skills with the ability to multi-task – essential
- Experience of working simultaneously on various projects to tight deadlines – desirable
- Excellent interpersonal skills with the ability to negotiate tactfully and constructively at all levels – essential
- Experience in dealing with matters of a highly confidential nature – essential

- The post holder will be required to travel to different locations across Cambridgeshire for meetings/training events.
- The post holder will be required to work from different locations across Cambridgeshire.

Other General Requirements

the individual.

- Vetting is required, as advised by the Vetting Unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.
- If required, following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

Obligatory Requirements

- Before commencement of this appointment, this role may be subject to a medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

Personal Qualities (Behavioural Competencies)

We are emotionally aware

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.

We take ownership

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.

We are collaborative

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.

We deliver, support and inspire

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.