



Creating a safer
Cambridgeshire

ROLE PROFILE

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| Role Title: | Policy and Performance Officer |
| Rank/Grade: | Scale 5 |
| Reporting to: | Senior Policy Officer |
| Main purpose of the role: | <p>To provide proactive policy, performance and general support to the Policy and Performance Team contributing to the Police and Crime Commissioner's effectiveness and transparency, enabling the Commissioner to fulfil his statutory responsibilities across key policy, performance, risk and compliance areas, and achieving the objectives within the Commissioner's Police and Crime Plan.</p> <p>Specifically, though these may evolve from time to time:</p> <ul style="list-style-type: none"> • POLICY DEVELOPMENT AND PERFORMANCE ANALYSIS - Contribute to the development and implementation of key priorities through providing support to inform the policy cycle in a structured, efficient and effective manner, building expertise and maintaining ownership of a number of work areas. Identify, review and assess relevant issues that may impact on the work of the Commissioner, communicating the implications and identifying options or further work. Production of written reports and briefing. Identify opportunities for improving analysis methods. • CASEWORK AND COMPLIANCE SUPPORT - Contribute to the organisation's robust, pragmatic and proportionate management of complaints, correspondence and issues. • SUPPORT EFFECTIVE DECISION MAKING PROCESSES AND ENGAGEMENT WITH EXTERNAL PARTNERS – Co-ordinate and support meetings through the organisation, preparation of papers and taking minutes. Produce written briefings, reports and correspondence. • OTHER – To undertake such other duties as the Chief Executive, Head of Policy and Performance, Senior Policy Officer or the Business Support Manager may from time to time determine, working with partners, such as Cambridgeshire Constabulary. |

Key Responsibilities

SUPPORT TO MONITOR PERFORMANCE AND UNDERTAKE POLICY DEVELOPMENT AND REVIEW

Performance monitoring – Pro-actively assess information, reports and data from range of sources to identify themes and gaps in information and data, monitor performance, providing timely, understandable and evidence based advice to enable informed decisions to be made, and identify opportunities for improving analysis methods.

Policy cycle - Contribute to the identification, research, development, consultation on, and impact assessment of, key priorities or policy themes in a structured, effective and efficient manner in line with the Commissioner's Police and Crime objectives and pledges. Set in place policy review processes to monitor their effectiveness.

CASEWORK AND COMPLIANCE

Complaints, correspondence and issues handling – Working with the Senior Policy Officer and Head of Policy and Performance, support the effective management of formal statutory complaints correspondence or issues handling, liaising with the Constabulary, progressing cases, drafting high quality and accurate letters, managing workflow, record keeping and reporting progress in line with sensitivity, integrity and respect.

TO SUPPORT EFFECTIVE DECISION MAKING PROCESSES

For assigned decision making forums pro-actively lead on the following to ensure:

Reports and meeting agendas are planned well in advance with the Commissioner, Deputy Commissioner, and Chief Executive and lead officers.

Reports are produced, distributed and published in an accurate and timely manner (liaising effectively with managers across the organisation and Constabulary), and that all necessary preparations and arrangements for meetings are made.

Relevant Chairs/attendees are supported to manage their meetings and any decision-making, to ensure that they are briefed appropriately to make clear their policy on issues considered, and that discussions and actions agreed are recorded accurately in the Minutes and other public records.

Decisions and actions arising from reports or meetings are communicated appropriately, progress is tracked and



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reported on in a timely manner; and that a proactive approach is taken to working with others to ensure decisions are implemented (including decisions impacting on the business of the organisation) and appropriate linkages made between issues.

OTHER, INCLUDING GENERAL TEAM SUPPORT

To undertake such other reasonable duties as the Chief Executive, Head of Policy and Performance, Senior Policy Officer or the Business Support Manager may from time to time determine including adding to the general resilience of the office to support the Commissioner, Deputy Commissioner and staff in the organisation effectively.

| Financial e.g. limits/mandates | Non-financial e.g. staff responsibility |
|--------------------------------|---|
| N/A | N/A |

Entry Requirements

- Three year's relevant experience in a policy, analytical or democratic services support role.
- Experience of taking a pro-active approach to conducting regular research and reviews of information, forward planning and analysing information requirements, interpreting and evaluating information, data and other documents to identify themes and gaps.
- Experience of, or an ability to, develop an understanding of the relevant policy areas and support the development and implementation of policy from legislation and guidance.
- Experience of managing casework, ideally of a statutory nature, liaison with external bodies and members of the public, and developing and improving process management.
- Experience of producing concise quality briefings, drafting correspondence and writing reports.
- Experience of supporting senior decision making, committees, management meetings or equivalent including taking and producing notes/minutes of meetings/decisions.
- Good communication skills both verbally and in writing with ability to interact tactfully, constructively and effectively with senior officers, colleagues, internal and external stakeholders and the public.
- Good organisational skills, with the ability to prioritise and work to numerous deadlines whilst maintaining attention to detail and a systematic, methodical and accurate approach.

Any other General Requirements/Scope

- Experience of taking ownership and responsibility of own work.
- Ability to develop a comprehensive overview and understanding of the business and policy framework of the Police and Crime Commissioner.
- Graduate qualification in a policy field desirable but not essential.
- Experience in the practical application of Microsoft packages primarily MS Word and Excel.
- Experience of working in a busy office environment providing reactive and flexible support.
- Full driving licence with access to use of own vehicle

Assessment of Performance in Role

Personal Development Review



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Behavioural Competencies

Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.