

## JOB REMIT

<b>Role</b>	<b>Police Complaint Reviews Officer</b>	<b>Team</b>	Workforce Development and Professional Standards
<b>Reports To</b>	Police Complaint Reviews Manager	<b>Directorate</b>	Police Resources and Performance
<b>Post Reference</b>		<b>Grade</b>	6
<b>Purpose of the Role</b>			
<p>These supervisory roles will form part of the new MOPAC Police Complaint Reviews Team and incorporate line management responsibility for those members of staff recruited as Reviews Caseworkers. This small team is being created to meet a statutory requirement of the Policing and Crime Act 2017.</p> <p>The Reviews team will be responsible for the assessment, on behalf of the Mayor of London, of reviews submitted by members of the public dissatisfied at the outcome of the complaints made against the Metropolitan Police Service (MPS). The legislation formalises the responsibility of Police and Crime Commissioners (PCCs) to hold the Chief Officer of their respective forces to account for the exercise of their functions in relation to the handling of police complaints. MOPAC will be seeking to improve the quality, integrity and transparency of the complaints system as per the commitment set out in the Mayor's Police and Crime Plan.</p>			
<b>Main Duties and Key Accountabilities of the jobholder</b>			
<ul style="list-style-type: none"> <li>Responsible for the line management and supervision of Reviews Caseworkers. This will incorporate reviewing (and formal sign-off of) some decisions and outcome letters drafted by the team to ensure consistency in the application of legislative guidelines and to review any decisions relating to cases of a more sensitive or complex nature.</li> <li>Assess reviews received from the public who have expressed dissatisfaction with the way in which their complaint has been handled. Deliver an appeals process that is customer focused and resolves cases in a timely fashion.</li> <li>Develop understanding of reviews caseload in order to be proactive in identifying prospective areas of training and/or organisational learning both for MOPAC and the MPS. Work with the MPS to recognise areas of thematic learning. Share best-practice approaches for the effective management of complaints and minimisation of any grounds for appeal.</li> <li>Produce clear outcome letters which communicate to the appellant whether their review has been upheld, what outcomes they can expect and what remedial action (if any) will be taken against officers involved.</li> <li>Escalate any cases identified as posing significant complexity or organisational risk to the Police Complaint Reviews Manager as appropriate.</li> <li>Build effective working relationships with MPS colleagues and other stakeholder groups to develop working practices for the new team that are efficient, legally compliant and promote continuous</li> </ul>			

development.

- Assist with the preparation of responses to public correspondence concerning issues around the application and performance of police misconduct and complaints systems in the Metropolitan area.
- Assist with the preparation of formal written responses to any questions directed to the Mayor of London from London Assembly members concerned with the application and/or performance of the police misconduct and complaints systems.
- Analyse performance data concerning aspects of the police complaints and misconduct systems and produce regular reports and briefing notes for the Head of Workforce and Professional Standards and Deputy Mayor for Policing and Crime.
- Provide ad-hoc training and supervisory guidance and conduct formal appraisals of staff working as Reviews Team Caseworkers.
- This will be a new team within MOPAC working to deliver broadened legislative responsibilities. All roles will be subject to revision after an introductory period of 12 months.

### **Working Relationships and Contacts**

Post holders will be required to build strong working relationships with MPS officers working in the Directorate of Professional Standards (DPS).

Post holders will report into a Police Complaint Reviews Manager who will be responsible for the management of all staff within the team and the quality assurance of the MOPAC reviews management process.

To effectively discharge these responsibilities the Reviews Manager will require Reviews Officers to produce concise, evidence-based assessments highlighting any issues in respect of the volume of cases being handled, quality and timeliness of the reviews process, any training and resourcing issues and the identification of any specific areas where improvement is required to improve local oversight.

The post will sit within the MOPAC Workforce Development and Professional Standards (WDPS) team and the post-holder will be expected to provide support across the various statutory responsibilities assigned to this team as required.

### **Role Requirements**

A strong ability to co-ordinate and supervise the activities of a team and build constructive relationships with external stakeholders. Experienced at working across teams to ensure legislative compliance, objective outcomes and consistency in decision making are achieved. Capacity to foster continuous improvement by sharing information and knowledge with others.

#### **Required Competencies**

- Excellent communication skills with the ability to interact with appellants, appropriate authorities and other interested parties and act assertively to explain decisions reached and supporting rationale in the consideration of reviews.
- Experience of line management or supervisory duties with the ability to develop a constructive environment and supportive team culture.
- Proficient written skills to be able to condense complex outcome decisions into concise, clear decision letters that a member of the public unfamiliar with the process can reasonably be expected to understand.
- Analytical skills to identify the key issues upon which outcome decisions can be based, and to explain

that decision to a member of the public in such a way as to re-assure them that their appeal has been considered in an efficient, impartial and objective manner.

- Ability to produce concise, insightful performance management reports and data to enable managers to understand any issues in respect of resourcing or structure of the Reviews Team and take appropriate action to manage risks.
- Exercise discretion and autonomy in reaching binding decisions based on the available evidence.
- Proven ability to show initiative and operate effectively in a challenging legislative environment.
- Excellent IT skills. Computer literacy is essential, and successful candidates will be expected to utilise a specialist professional standards software package, Centurion, and provide ad-hoc training on the system for Caseworkers as required.
- Strong academic background, with at least 2 A-Level qualifications or equivalent.

### **Desirable Competencies**

- Relevant experience of complaints handling or of dealing with a direct service to the public where contentious and difficult issues must be dealt with sensitively.
- Knowledge of the Police Conduct Regulations, Police Reform Act or Police (Complaints and Misconduct) Regulations.

### **MOPAC Organisational Values**

The work MOPAC performs makes a significant contribution to the safety and security of Londoners and the organisation seeks to maintain and build trust and confidence with all its partners and the public it serves in discharging this important responsibility. To achieve this all MOPAC employees are expected to uphold the standards expected of those working in public service and demonstrate the following values in all they do;

Leadership;	Supporting and challenging ourselves and others to make Londoners safer
Contribution;	Giving our best in our roles and helping colleagues to achieve and develop in theirs
Innovation;	Willing to try new ideas to make things better, using research and evidence to prove what works and to learn from what doesn't
Cooperation;	Bringing people and organisations together to better serve Londoners
Honesty;	Doing the right thing - behaving ethically, with integrity, impartiality and transparency
Respect;	Treating others as we would like to be treated ourselves

### **General Responsibilities**

- To adhere to MOPAC's Equality & Diversity and Equal Opportunities policies in all activities.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with MOPAC Health and Safety policies.
- To work in accordance with data protection policies and adhere to Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.

## **MOPAC COMPETENCY FRAMEWORK**

### **Specialist Support**

#### **Delivering Outcomes**

*Delivers quality outcomes to meet objectives*

Works to support the delivery of relevant objectives and meet the needs of customers and managers. Undertakes a range of tasks, ensuring outcomes are delivered to a high-quality standard within the required timeframe.

*Works to support effective decision-making*

Helps others by supplying them with appropriate information and support where relevant. Ensures appropriate record keeping, feeding back learning for future working.

#### **Organisational Influence**

*Acts with Professionalism*

Behaves appropriately, taking personal responsibility for own actions and setting a good example for other colleagues. Actively demonstrates the promotion of equality and valuing of diversity and helps others to do so. Develops from own experience and supports the development of others where relevant. Takes account of how own behaviour affects others. Shows initiative, personal resilience and motivation to deliver a quality service. Upholds legislation, regulations and policy, acting with integrity and challenging those who do not.

*Develops effective communications and working relationships*

Builds effective relationships with customers, colleagues and stakeholders. Communicates Effectively and inclusively with customers, senior managers and team members. Ensures clear, two-way communication through listening and responding appropriately, learning and sharing Information. Upholds organisational reputation.

#### **Productivity**

*Manages own time and relevant resources efficiently and effectively*

Prioritises work and use of resources to meet local objectives. Ensures time and resources are used in a way that best meets customer and MOPAC needs. Uses MOPAC resources efficiently, ethically and appropriately. Shows support for efficient working.