

JOB REMIT

Role	Senior Policy and Commissioning Manager	Team	Services
Reports To	Head of Services and Commissioning	Directorate	CJC
Responsible For	Services Team	Budget	
Post Reference		Grade	4

Purpose of the Role

Be responsible for commissioning services to achieve MOPAC priorities within the Police and Crime Plan. To support the development of a commissioning strategy and be involved in all aspects of the commissioning cycle to achieve value for money. Lead and performance manage a team responsible for delivering the Police and Crime Plan with commitments to crime reduction and crime prevention. To contribute to policy and deliver Services which are outcome based, responsive and lead to a more efficient, effective and innovative criminal justice system. Work collaboratively and build constructive relationships with prospective providers, external partners and stakeholders to achieve MOPAC priorities.

Main Duties and Key Accountabilities of the jobholder

- Work with the Head of Service to contribute and deliver MOPAC's commissioning strategy; with view to evidence-based practice and continuous improvement.
- To be involved in all aspects of the commissioning cycle to ensure effectiveness and value for money is achieved.
- Work across teams and directorates to ensure commissioned services meet organisational needs, relevant due diligence checks have been undertaken and reporting and quality measures are in place.
- To lead an effective programme management approach about areas of policy development and commissioning responsibilities, ensuring effective prioritisation of resources.
- Lead and performance manage a team of commissioning and project staff to develop effective policy and commissioning programmes within the following areas although not limited to:
 - Gangs and youth violence
 - Violence against women and girls, including a pan-London domestic violence service and support for London's four Rape Crisis Centres
 - Building efficiency and effectiveness within the Criminal Justice system
 - Young People services
 - Services for Victims
- Provide effective management and leadership over short term staff or consultancy contracts required to support the agile nature of funding and commissioning priorities.
- To provide management of a number of key staff, ensuring excellent standards of staff support and development; adherence to all MOPAC HR policies.
- To ensure effective financial management of budgets allocated to support key areas of commissioning priorities.

- Build effective partnerships with local authorities, the MPS, charities and other crime reduction organisations across London to deliver MOPAC priorities.
- Lead on quality contract management, focused on continuous improvement and the development of services which are providing improved outcomes for the service clients.
- Ensure the team is informed on key national policy issues in relation to criminal justice, policing and community safety, advising the Mayor and Deputy Mayor of Policing and Crime as appropriate
- Contribute to the leadership and effective management of the organisation and the development of a delivery culture which enables MOPAC to improve, innovate and effectively deliver the Mayor and Deputy Mayor's.

Working Relationships and Contacts

The post holder will be required to develop and maintain effective working relationships with prospective providers of commissioned services the GLA family, partner agencies and their representative bodies, the Metropolitan Police and statutory and third sector partners. There will also need to be excellent working relationships with Safer Neighbourhoods Boards and Independent Custody Visit Scheme Boards.

Role Requirements

Significant management experience of commissioning, working in partnership and service delivery within a criminal justice environment. A proven track record of successful commissioning and involvement throughout the commissioning cycle. A strong understanding and knowledge of criminal justice policy, crime reduction and policing. The ability to manage and lead effective teams holding them to account through performance management and deliver outcomes. Collaborative and solution focused manager who can work across teams and directorates to achieve MOPAC priorities. Strong ability to build relationships, influence and negotiate with prospective providers of commissioned services, stakeholders and partners. Skills at working across organisational boundaries, building rapport and motivating others to succeed.

The post holder will be expected to take on such corporate responsibilities as may be necessary from time to time. This role will require the need to work outside office hours occasionally.

Required Competencies

- Extensive experience of commissioning services in a public sector setting and a thorough understanding of the whole commissioning process.
- Exceptional ability to communicate, build relationships, influence and negotiate with prospective providers stakeholders and partners.
- Committed to quality outcomes and value for money for commissioned and operational services.
- Ability to work in a pressured environment and deliver MOPAC priorities at pace.
- Significant experience of managing high performing teams to deliver outcomes and maintain service delivery.
- Managing a quality service - Define and integrate clear structures, policies, systems and

resources to promote efficient service delivery.

- Ability to work across teams and directorates to deliver MOPAC priorities.

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.

Management Responsibilities

To ensure, with MOPAC's CEO and, where appropriate, legal advisors, that the Mayor, DMPC and MOPAC fulfil their legal and audit related obligations, are statutorily compliant and respond efficiently and effectively to relevant London Assembly committees and sub-committees

Fully contribute to the effective leadership of the organisation & the development of a delivery culture enabling MOPAC to improve & innovate and effectively deliver the Mayor & Deputy Mayor's visions.

To promote equality and inclusion across all of MOPAC's programmes and employment through policy initiatives, personal example, open commitment, clear action and direction.

Responsible for the effective management of performance and capacity with direct reports, confidently resolving people issues and supporting team members in their professional development

and designing individual, team and corporate development.

MOPAC COMPETENCY FRAMEWORK

Manager/Senior Specialist Competencies applicable to this post;

1 Delivering Outcomes

Delivers quality outcomes to meet objectives

Works in partnership to support the delivery of relevant objectives. Ensures a high quality service, balancing the needs of customers and stakeholders. Manages a range of tasks, delivering to time and quality, and monitoring the performance of others where relevant. Adapts and responds to shifting priorities. Deals with challenges and generates solutions. Reviews working practices and acts to improve service delivery.

Manages work through informed and reliable judgement

Implements plans and considers contingencies. Gathers and evaluates information to inform decision-making, and minimise risk where practicable. Provides guidance and support, seeking it where appropriate. Takes responsibility to promote improvement by identifying, sharing and applying lessons learnt.

2 Organisational Influence

Provides strong leadership

Provides visible, approachable leadership and leads by example. Values and motivates colleagues, dealing with their concerns in a consultative way. 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.

Ensures professional standards are upheld and that senior decisions are acted upon. Manages performance and staff issues appropriately and fairly where relevant. Shows initiative, personal resilience and motivation to deliver a quality service, demonstrating ownership over area of responsibility. 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. Works collaboratively across and outside of MOPAC where practicable, upholding organisational reputation.

3 Productivity

Manages the right resources to enable effective working

Plans and prioritises work, aligning resources to achieve local objectives. Distributes work fairly according to capacity, knowledge and skills where relevant. Uses MOPAC resources ethically and appropriately, ensuring others do the same.

Ensures efficient working

Ensures and encourages efficient working. Makes sound workload and deployment judgements to maximise efficiency appropriately. Reviews working practices and strives to improve efficiency.