

JOB REMIT

Role	Head of Services and Commissioning (Deputy Director)	Team	Services
Reports To	Director of Criminal Justice and Commissioning	Directorate	CJC
Responsible For	Services Team	Budget	
Post Reference		Grade	2

Purpose of the Role

Responsible for leading and providing strategic expertise to develop and deliver MOPAC's commissioning \ co-commissioning strategy to deliver priorities within the Police and Crime Plan. Ensure quality and value for money is achieved at all stages of the commissioning cycle. Responsible for operational delivery of high profile and high value projects of work to reduce crime. Develop and integrate partners and providers to promote innovation and sustainable operational delivery. Negotiate and influence at a strategic level with partners and providers to achieve MOPAC'S priorities. Contribute to policy development and work across teams and directorates. To lead and manage a team of Senior Policy and Commissioning managers to deliver effective commissioning and crime reduction projects. Deputise for operational Director as and when required.

Main Duties and Key Accountabilities of the jobholder

- Develop an integrated and sustainable commissioning strategy which delivers against MOPAC's priorities and achieves value for money.
- Provide strong commercial leadership and direction for the commissioning of services within MOPAC.
- Improve the overall quality of Commissioned services and work closely with other departments across MOPAC, GLA and wider criminal justice partners to achieve this objective, re-engineer or de-commission services no longer needed.
- To ensure effective programme management, ensuring the best use of resource and prioritisation to deliver a variety of high value and high-profile projects on time and on budget.
- To build and sustain effective strategic partnerships with the MPS, Local Authorities, VCS/charities and other crime reduction organisations across London; supporting fully the Mayoral governance structure and systems.
- Influence and negotiate with external partners to achieve MOPAC's strategic outcomes.
- Experience of operating in a political environment at a senior level.
- Drive improvement by ensuring good financial control and manage risk accordingly.
- Lead and performance manage operational teams and develop policy issues. Areas include,

but 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
- Act as the lead on complex borough-based scrutiny issues and work both locally and regionally to improve performance.
- Responsible for the oversight and management of the Local Crime Prevention Fund.
- To deputise for the Director when required.

Working Relationships and Contacts

The post holder will be required to develop and maintain effective working relationships across 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 VCS providers and charities to ensure effective delivery of MOPAC services.

Role Requirements

Significant senior experience of strategic commissioning within the public sector to achieve organisational objectives and value for money. Exceptional analytical skills and ability to build relationships, communicate, influence and negotiate with providers, stakeholders and partners at a strategic level. A proven track record of leading, motivating and inspiring teams and holding them to account to deliver strategic outcomes. Demonstrable skills to work across organisational boundaries, build rapport and motivate 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 large services through procurement or competitive grant processes in a public sector setting.
- Deliver value for money - Maintain a clear focus on maximising resource efficiency.
- Exceptional ability to build relationships, collaborate influence and negotiate with stakeholders and partners.
- Committed to quality outcomes for all stakeholders in community safety and harm reduction.
- Ability to work in a pressured environment and deliver MOPAC priorities at pace.
- Significant experience of leading teams to deliver outcomes / projects, influence and hold them to account.
- Managing a quality service - Define and integrate clear structures, systems and resources required across the MOPAC to promote efficient service delivery.
- Excellent communicator with the ability to influence other organisations to achieve MOPAC

priorities.

- Excellent ability to work across teams and directorates to achieve MOPAC priorities.
- Making effective decisions - Identify and evaluate risks and options and develop MOPAC wide strategies to manage and mitigate

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 and the development of a delivery culture which enables MOPAC to improve and innovate and effectively deliver the Mayor and 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. Undertake mentoring and coaching roles within the organisation ensuring the necessary development of skills and capabilities needed.

MOPAC COMPETENCY FRAMEWORK

Senior Manager Competencies applicable to this post;

1 Delivering Outcomes

Delivers quality outcomes to meet strategic objectives

Achieves successful outcomes and supports the delivery of corporate objectives by working in partnership at local, regional and national level where relevant. Works to meet and balance the diverse needs of customers, partners and stakeholders. Ensures high quality service provision and develops future services to customers. Develops corporate and local vision into clear strategy. Overcomes complex challenges by managing core issues and developing creative solutions. Reviews working practices and enables structural and cultural change to improve existing practices, adapting to shifting priorities.

Manages risk through informed and reliable judgement

Forecasts and manages relevant risk from multiple sources. Enables the implementation of plans and contingencies by setting direction effectively. Evaluates complex information and uses professional or technical experience to make sound strategic decisions. Sustains clear and robust governance over structures, operations, responsibilities and compliance. Provides relevant guidance to others, seeking it where appropriate. Promotes continuous improvement proactively by identifying, sharing and applying lessons learnt.

2 Organisational Influence

Provides strong leadership

Provides clear direction through visible, approachable leadership and leading by example. Values and motivates the workforce, engaging with them to address concerns. Develops and empowers teams to deliver towards relevant priorities, delegating work appropriately. Manages and develops a positive working culture and equality practices throughout MOPAC. Actively demonstrates the promotion of equality and valuing of diversity and helps others to do so. Develops self and others, showing awareness of strengths and limitations and learning within professional field. Takes account of how own behaviour affects others. Sets professional standards and works to ensure these are upheld, clearly communicating support for corporate vision and values. Manages performance and staff issues robustly and fairly and supports others to do so. Shows confidence and personal resilience, and accountability for making difficult decisions. Upholds policy, legislation and regulations, influencing policy where practicable. Acts with integrity and challenges those who do not.

Develops effective strategic relationships.

Establishes effective and inclusive communication processes throughout MOPAC and with relevant external bodies. Influences and negotiates effectively through a sound understanding of relevant stakeholder environments. Engages with others through listening and responding, learning and sharing information and communicating complexity appropriately. Promotes collaborative working and manages effective strategic relationships to benefit relevant customers and stakeholders. Upholds organisational values and reputation and manages risk to it.

3 Productivity

Manages the right resources to enable effective working

Evaluates complex information and relevant factors to inform long term resource requirements and strategic business planning. Aligns available resources to achieve high quality service delivery and strategic aims. Acquires and manages resources proactively and compliantly, working and negotiating with others where appropriate. Reviews and maximises the resources and capability of others to meet business need. Distributes work fairly according to capacity, knowledge and skills where relevant.

Manages and reviews resources to drive efficient practices

Drives a culture of efficiency and value for money through communication and involvement. Directs efficient working through robust supervision and holding to account. Finds sustainable and fair solutions to maximise efficiency, as far as appropriate, without compromising performance. Oversees and shows accountability for resources and finances where practicable. Improves efficiency continually and proactively through review, controlled change and optimising value for money.