

## JOB REMIT

<b>Role</b>	Programme Manager – Active Citizenship	<b>Team</b>	Community Engagement
<b>Reports To</b>	Head of Community Engagement	<b>Directorate</b>	Strategy
<b>Responsible For</b>	Active Citizenship	<b>Budget</b>	N/A
<b>Post Reference</b>		<b>Grade</b>	5

### Purpose of the Role

Responsible for developing and implementing MOPAC's strategy on 'Active citizenship' – by devising processes, training and incentives that 'enable, encourage and inspire' local communities to play an active part in reducing crime for themselves and in their neighbourhoods at the sub-Ward level.

### Main Duties and Key Accountabilities of the jobholder

- Ability to act as the Strategic Lead for Active Citizenship within MOPAC and work pro-actively and independently to develop and implement a strategy across the organisation.
- Policy development – Ability to develop policy from its initial inception through innovation, learning from the frontline experience of officers, staff and citizens, identifying the opportunities and challenges of the existing structures (e.g. MPS Digital), making recommendations to the Deputy Mayor and Mayoralty, and drafting the strategy for sign off.
- Stakeholder management – Build effective relationships with key partners, particularly the MPS neighbourhood policing and Digital service leads, GLA Youth and Communities, local charities / faith groups, local community groups and individuals, and the Association of Police Crime Commissioners.
- Communication – Identifying and executing opportunities for exploiting new technology and channels, such as social media, as well as new physical channels for communicating the campaign strategy and encouraging uptake.
- Delivery at pace – Delivering the strategy through project management of key milestones, including through the delivery of others. Identifying risks to the project and identifying mitigating actions for escalation to managers. Delivery across London through training, enabling technology (e.g. digital and social media) and facilitating the Mayor and Deputy Mayor to be visible leaders to inspire frontline staff and communities.
- Demonstrate excellent communication and interpersonal skills to successfully deliver MOPAC priorities.
- Work with the MPS to ensure that the strategy complements the MPS neighbourhood policing strategy and is consistent with MOPAC policy elsewhere in the organisation (Safer Neighbourhood Boards, Neighbourhood Watch etc).

Working Relationships and Contacts
<p>The policy holder will have regular involvement with the Deputy Mayor for Policing and Crime, Mayoral Directors, GLA colleagues, the MPS, community groups, and senior stakeholders.</p>
Role Requirements
<p><b>Required Competencies:</b></p> <ul style="list-style-type: none"> <li>• Significant experience of developing and delivering policy within a public sector organisation.</li> <li>• A proven track record of advising senior managers and staff of policy developments and devising short- and medium-term solutions.</li> <li>• Excellent ability to build partnerships with key stakeholders and encourage local citizens to build new structures independently.</li> <li>• Excellent communication and interpersonal skills to successfully deliver MOPAC priorities and make the right links with other policy areas in MOPAC.</li> <li>• A good working knowledge of policing and criminal justice policies.</li> <li>• Ability to work across teams and directorates effectively to deliver MOPAC priorities.</li> <li>• A proven track record of working in a high paced and political environment.</li> </ul> <p><b>MOPAC Organisational Values</b></p> <p>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;</p> <p>Leadership; Supporting and challenging ourselves and others to make Londoners safer</p> <p>Contribution; Giving our best in our roles and helping colleagues to achieve and develop in theirs</p> <p>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</p> <p>Cooperation; Bringing people and organisations together to better serve Londoners</p> <p>Honesty; Doing the right thing - behaving ethically, with integrity, impartiality and transparency</p> <p>Respect; Treating others as we would like to be treated ourselves</p>
General Responsibilities
<ul style="list-style-type: none"> <li>• To adhere to MOPAC's Equality &amp; Diversity and Equal Opportunities policies in all activities.</li> <li>• 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.</li> <li>• To work in accordance with data protection policies and adhere to Freedom of Information policies where appropriate.</li> <li>• To undertake such other duties as may be reasonably expected.</li> </ul>

Management Responsibilities
No line management is required for this role, but matrix management of projects will be frequent.

## 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.