

## JOB REMIT

<b>Role</b>	Community Engagement Officer	<b>Team</b>	Services
<b>Reports To</b>	Head Of Engagement	<b>Directorate</b>	Criminal Justice and Commissioning
<b>Post Reference</b>		<b>Grade</b>	6
<b>Purpose of the Role</b>			
<p>Manage the delivery of Community Engagement work within the Police and Crime Plan to achieve MOPAC priorities. Promote and support community engagement work across MOPAC teams and Directorates ensuring it forms a central part of delivery. Work collaboratively and innovatively with a wide variety of organisations across criminal justice to deliver Community Engagement priorities. Build innovative and collaborative relationships with communities / community groups to deliver more responsive and effective services.</p>			
<b>Main Duties and Key Accountabilities of the jobholder</b>			
<ul style="list-style-type: none"> <li>• Deliver and support effective community engagement and consultation projects to meet MOPAC priorities.</li> <li>• Contribute to MOPAC's oversight of critical community issues, e.g. stop and search and hate crime.</li> <li>• Work collaboratively across all teams and directorates to promote community engagement ensuring this is central to all MOPAC work.</li> <li>• To advise partners and other criminal justice organisations on how to effectively consult and engage with the community around policing, crime reduction and community matters.</li> <li>• Develop strong working relationships with a variety of criminal justice organisations to enhance MOPAC's ability to influence and achieve community engagement outcomes.</li> <li>• Develop innovative and effective community engagement work, including consultation to ensure communities are heard, have a voice and services are responsive. This should include hard to reach groups.</li> <li>• Develop and analyse key policy issues in relation to criminal justice and engagement advising the Mayor and Deputy Mayor of Policing and Crime as appropriate.</li> </ul>			
<b>Working Relationships and Contacts</b>			
<p>The post holder will be required to help build 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 be working relationships with Safer Neighbourhoods Boards and Independent Custody Visit Scheme Boards.</p>			

Role Requirements	
<p>Experience of delivering successful and innovative Community Engagement work/projects across the criminal justice system. Good working knowledge of Police and criminal justice. Ability to build effective community relationships which engage, build trust and lead to better services. Establish strong working relationships with partners and other criminal justice organisations demonstrating an ability to influence and negotiate. Proven track record of working across organisations to deliver community engagement work.</p>	
<p><b>Required Competencies</b></p> <ul style="list-style-type: none"> <li>• Experience of delivering projects and consultations which result in effective community engagement outcomes for MOPAC. Innovation, building trust and responsiveness should be at the forefront of this work.</li> <li>• Excellent communication skills with the ability to engage at all levels including local communities and senior managers.</li> <li>• Ability to work collaboratively and influence local partners and other criminal justice organisations to achieve MOPAC priorities.</li> <li>• Collaborative skills to work across teams to share knowledge and promote community engagement work.</li> <li>• Develop proposals to improve the quality of service with involvement from a diverse range of staff, stakeholders or delivery partners.</li> <li>• Deliver at pace and work flexibly in order to meet MOPAC priorities.</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>	
<b>Leadership;</b>	Supporting and challenging ourselves and others to make Londoners safer
<b>Contribution;</b>	Giving our best in our roles and helping colleagues to achieve and develop in theirs
<b>Innovation;</b>	Willing to try new ideas to make things better, using research and evidence to prove what works and to learn from what doesn't
<b>Cooperation;</b>	Bringing people and organisations together to better serve Londoners
<b>Honesty;</b>	Doing the right thing - behaving ethically, with integrity, impartiality and transparency
<b>Respect;</b>	Treating others as we would like to be treated ourselves
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>	

# **MOPAC COMPETENCY FRAMEWORK**

## **Specialist Competencies applicable to this post;**

### **1 Delivering Outcomes**

#### *Delivers quality outcomes to meet objectives*

Uses specialist knowledge and skills 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. Adapts and responds to shifting priorities. Deals with Challenges and generates solutions.

#### *Manages work through informed and reliable judgement*

Uses specialist knowledge and skills to inform decision-making, and minimise risk where practicable. Provides guidance and support, seeking it where appropriate. Promotes continuous improvement proactively by identifying, sharing and applying lessons learnt.

### **2 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.

Maintains a current understanding of specialist area.

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.

### **3 Productivity**

#### *Manages own time and relevant resources efficiently and effectively*

Prioritises work and use of resources to meet relevant 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.