

The Mayor's Office for Policing and Crime

Job Description

Role	Police Compliant Reviews Administrator	Grade	8
Reports To	Police Complaint Reviews Officer	Post Ref	E1217
Directorate	Strategy & MPS Oversight	Team	Police Complaint Reviews

Job Purpose

1. Provide an effective, professional and dedicated administrative and office support service to the Police Complaint Reviews team.
2. Manage and co-ordinate key tasks, outputs, and reports of the team, and ensures that the team inbox is managed efficiently and effectively to a high standard and quality in line with team and directorate requirements.

Principal Accountabilities

1. Effectively receive, triage and respond to customer and stakeholder correspondence in line with the high standards expected of the Police Complaint Reviews Team.
2. Help deliver an appeals process that is customer focused and resolves cases in a timely fashion.
3. Ensure correspondence is accurately recorded and updated in Outlook and Excel spreadsheets.
4. Assess review requests to decide which organisation is the Relevant Review Body.
5. Assess and complete review decisions on review requests that are not received in time.
6. Send review outcomes to the Metropolitan Police Service (MPS) and interested parties.
7. Ensure relevant paperwork is requested and securely stored to enable completion of reviews.
8. Escalate any cases identified as posing significant complexity or organisational risk to the Police Complaint Reviews Manager or Officer.
9. Communicate and build effective working relationships with MPS colleagues and other stakeholder groups to develop working practices for the team that are efficient and legally compliant.

General Responsibilities

- Manage staff and resources allocated to the job in accordance with MOPAC's Code of Conduct, including their responsibilities around preventing fraud, bribery and corruption.
- Realise the benefits of London's diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London's communities.
- 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.
- Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams.
- To undertake such other duties as may be reasonably expected.

Key relationships

Accountable to:	Police Compliant Reviews Officer
Accountable for:	Staff and resources allocated to the job
Principal contacts:	Police Complaint Reviews Team, MPS Directorate of Professional Standards, Independent Office for Police Conduct (IPOC), and wider MOPAC staff

Person specification

Technical requirements:

1. Experience in administration/secretarial work and/or demonstrable relevant skills
2. Excellent communication skills with the ability to interact with appellants, appropriate authorities and other interested parties.
3. Proven ability to show initiative and operate effectively in a challenging legislative environment.
4. 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.
5. Proficient written skills to be able to communicate information about reviews that a member of the public unfamiliar with the process can reasonably be expected to understand.
6. Analytical skills to identify the key issues upon which Relevant Review Body and out of time decisions are made.

7. Exercise discretion and autonomy in reaching binding decisions based on the available evidence.

Desirable:

1. Relevant experience of complaints handling or dealing with a direct service to the public where contentious and difficult issues must be dealt with sensitively.
2. Knowledge of the Police Conduct Regulations, Police Reform Act or Police (Complaints and Misconduct) Regulations, or IOPC Statutory Guidance 2020.

Behavioural competencies

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 MPS needs. Uses MPS resources efficiently, ethically and appropriately. Shows support for efficient working.

Date: November 2021