

JOB REMIT

Final

Role	Police Complaint Reviews Caseworker	Team	Workforce Development and Professional Standards
Reports To	Police Complaint Reviews Officer & Police Complaint Reviews Manager	Directorate	Police Resources and Performance
Post Reference		Grade	7
Purpose of the Role			
<p>These roles will form part of the new MOPAC Police Complaint Reviews Team. This small team was created to meet a statutory requirement of the Policing and Crime Act 2017. The team will be responsible for the assessment, on behalf of the Mayor of London, of reviews submitted by members of the public dissatisfied at the outcome of the complaints made against the Metropolitan Police Service (MPS).</p> <p>The new legislation formalises the responsibility of Police and Crime Commissioners (PCCs) to hold the Chief Officer of their respective forces to account for the exercise of their functions in relation to the handling of police complaints. In providing a mechanism for the independent review of complaint outcomes, MOPAC will be seeking to improve the quality, integrity and transparency of the complaints system. This commitment is set out within the Mayor's Police and Crime Plan.</p>			
Main Duties and Key Accountabilities of the jobholder (Knowledge and Experience)			
<ul style="list-style-type: none"> Responsible for the assessment of reviews against the outcome of public complaints made against the MPS, making decisions on behalf of the Appropriate Authority. Assessing the grounds on which a review has been submitted and then determining whether it is upheld. Produce clear outcome letters which communicate to the appellant whether or not their review has been upheld, what outcomes they can expect and what remedial action (if any) will be taken against any nominated officer(s) involved. Source and assess all relevant case documentation required to enable an objective consideration of each review. Escalate any cases identified as posing significant complexity or risk to line management. Examine the case papers relating to each review on the specialist Centurion software. Source any additional background papers that are required to facilitate a legitimate consideration of the grounds for review and then update Centurion with the assessment decision and any follow-up or remedial action to be taken. Build effective working relationships with MPS colleagues and other stakeholder groups to develop working practices for the new team that are efficient, legally compliant and promote continuous development. Work collaboratively with colleagues in the MOPAC Private Office to ensure complaints related correspondence is responded to appropriately. 			

- Undertake training and attend workshops as required.
- Since this will be a new team within MOPAC working to deliver new legislative responsibilities, all roles will be subject to revision after an introductory period of 12 months.

Working Relationships and Contacts

Post holders will be required to build strong working relationships with the Metropolitan Police and in particular will work closely in conjunction with officers from the Directorate of Professional Standards (DPS) and officers within the specialist Professional Standards Units (PSUs) in MPS Operational Command Units across London. There will be a keen focus on identifying any areas of prospective organisational learning which can be shared with both MPS and MPS stakeholders.

The MOPAC Police Complaint Reviews Team will form an integral part of the MOPAC unit responsible for managing the extended responsibilities assigned to the Mayor of London by the Policing and Crime Act 2017. Accordingly, the team will be taking a sensitive area of work at a time of high-profile reforms to the police conduct and disciplinary systems. There is likely to be significant external interest in assessing how effective MOPAC have been in respect of delivering improvements to the perceived integrity and fairness of the police complaints process. The contribution made by the Complaint Reviews Team will be integral to the wider public perception of MOPAC.

The team's decisions and working methods will be subject to formal scrutiny both from the Independent Office for Police Conduct (IOPC) and other external inspection agencies.

Role Requirements

A strong ability to build constructive relationships with stakeholders. Experienced at working across teams to ensure legislative compliance, objective outcomes and consistency in decision making are achieved. Foster continuous improvement by sharing information and knowledge with others.

Required Competencies

- Experience of working in the resolution of public complaints.
- Excellent communication skills with the ability to interact with appellants, appropriate authorities and other interested parties and act assertively to explain decisions reached and supporting rationale in the consideration of reviews.
- Ability to build constructive relationships with internal and external stakeholders.
- Experience of working across different teams or organisational units to ensure compliance and consistency is achieved.
- Ability to work independently and manage own time.
- Sound written skills to be able to condense complex outcome decisions into concise, clear decision letters that a member of the public unfamiliar with the process can reasonably be expected to understand.
- Analytical skills to identify the key issues upon which an outcome decisions can be based, and to explain that decision to a member of the public in such a way as to re-assure them that their appeal has been considered in an efficient, impartial and objective manner.
- Deliver at pace and work flexibly in order to meet MOPAC priorities.

Desirable Competencies

- Prior experience of working within either the police complaints or police disciplinary processes.
- Knowledge of the Police Conduct Regulations, Police Reform Act or Police (Complaints and Misconduct) Regulations.

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.

MOPAC COMPETENCY FRAMEWORK

Specialist Support

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