

Role Title:	Review, Compliance and Governance Officer
Rank/Grade:	SO1
Reporting to:	Head of Compliance
Main purpose of the role:	To provide proactive and professional complaint handling support, governance and compliance work contributing to the Police and Crime Commissioner's (PCC) effectiveness and transparency, and enabling them to fulfil their statutory responsibilities across key policy, performance, risk and compliance areas.

Key Responsibilities

- **Statutory complaints process: Casework, Reviews and oversight** – With oversight from the Head of Compliance, responsible for undertaking statutory complaint reviews in accordance with legislation and internal processes. Producing review documentation, managing workflow, updating tracking systems, liaising with complainants and Cambridgeshire Constabulary, ensuring decisions taken are auditable and can withhold judicial challenge. Responsible for undertaking complaint casework, including, but not limited to, Chief Constable complaints.
- **Compliance and Governance** - support the Head of Compliance in identifying, implementing, and monitoring governance, compliance and decision making requirements, including acting on any areas that require improvement. Support the development of new and review of existing policies and the systems and processes that underpin these in order that they become business as usual. Proactively initiate measures to ensure on-going compliance, and ensure organisational learning is captured and cascaded to team members. Undertake analysis on trends and themes and produce reports relating.
- **Casework support** - to provide casework support to the Head of Compliance to enable the organisation to meet the requirements of key statutory responsibilities, taking personal responsibility for the effective day to day operation of sensitive casework issues. Contribute to the organisation's robust, pragmatic and proportionate management of correspondence. Oversight of PCC's appointment process to Police Misconduct hearings.
- **Information Rights and data protection** - Day to day responsibility of the appropriate and lawful disclosure of information under Freedom of Information, Environmental Information Regulations and Subject Access Requests, ensuring requests are dealt with and liaising with the external legal providers, the Communications Team and the Head of Compliance where necessary. Responsible for ensuring compliance with the General Data Protection Regulation and OPCC Policy.
- **Independent voluntary scrutiny** - Take responsibility for support to the PCC's independent voluntary scrutiny roles/group, through day to day support to ensure their effectiveness and compliance with any statutory and governance requirements.
- **Other** – to undertake such other reasonable duties as the Chief Executive and the Senior Management Team may from time to time determine including adding to the general resilience of the office to support the Commissioner, Deputy Commissioner and staff in the organisation effectively. Attend meetings on behalf of the Head of Compliance as and when required.



Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
N/A	None

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Entry Requirements

- 3-5 years relevant experience in a busy, complex organisation.
- Experience of leading on casework, including against a statutory framework with the ability to translate guidance/legislation into well-organised procedures, taking pragmatic judgements to make them fit for purpose.
- A background of governance and compliance and ability to identify and implement improvements in procedures and policies, carrying out compliance checks, and capture of organisational learning.
- Proven ability to handle confidential and sensitive matters with integrity.
- Experience of supporting decision makers, committees, management meetings or equivalent.
- Excellent interpersonal skills. Able to interact tactfully, constructively and effectively with colleagues, stakeholders and members of the public.
- Ability to identify knowledge gaps, research, understand, collate and process complex information from a variety of sources with strong and accurate report and briefing writing skills.
- Strong planning and organisational skills. Able to work on own initiative and prioritise and work to deadlines.
- Ability to work effectively and productively remotely, using MS Office technology.
- Excellent written and verbal skills and the ability to produce clear, concise and accurate documentation.
- A flexible approach, willing to take on new challenges as they arise.

Desirable

- A good understanding of the legislation in relation to the PCC's statutory responsibilities including the complaints process.
- FOI and General Data Protection Regulations experience or knowledge, although full training will be provided.
- Ability to develop a comprehensive overview and understanding of the business and policy framework of the PCC.
- Experienced in the practical application of Microsoft packages.
- Experience of working in a political environment.
- Experience of working in a busy office environment in a complex organisation.

Any other General Requirements/Scope

- The post is politically restricted. This means the postholder is not permitted to participate in certain political activities.
- The post holder will be required to travel to different locations across the region for meetings/training events.
- The post holder will need to possess a full driving licence.
- If using a private vehicle then business insurance needs to be organised by the individual.
- Vetting is required, as advised by the Vetting Unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

Obligatory Requirements

- Before commencement of this appointment, this role may be subject to a medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.



Assessment of Performance in Role

Personal Development Review

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Behavioural Competencies

Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.