



Job description

Title: Oversight Liaison

Reports to: Senior Oversight Liaison

Location: Birmingham, Cardiff, Canary Wharf, Croydon, Sale, Wakefield

Grade: 12

Salary: £41,878 plus London Weighting £4,968 per annum

Contract: Permanent

Purpose

As an Oversight Liaison, you will be welcomed into a dynamic and inclusive Strategy and Impact team working to lead liaison with a number of forces and Police & Crime Commissioner (PCC) offices, hold forces to account for how they handle complaints, reviews and learning from IOPC work. The IOPC is on a journey to develop its culture, perspectives and ethos to support the organisation's core outcomes and this is your opportunity to enter into the varied world of IOPC oversight, allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

As Oversight Liaison you will assist in implementing the force oversight function, and implementing the force oversight aspects of the oversight and confidence strategy. They may manage individuals as part of projects and be required to run aspects of the oversight programme.

The main focus of the role will be:

- Working with forces and PCC offices in the southeast of England to hold them to account for their performance while supporting them in improving their complaints and reviews handling.
- Leading liaison with a number of forces and PCC offices.
- Work across the IOPC to meet the organisation's priorities and deliver organisational strategies.
- Support the ongoing development of the function and its responsibilities through delivery of business as usual activities and in response to changing team and organisational priorities.

Organisational context



We work in the context of our agreed values which inform the way we do things at the IOPC. The Oversight Liasion will need to be committed to managing in the context of these values.



Seeking truth

We feel privileged to be the custodians of the police complaints system. We value the trust of the public and police and commit to being just and fair in uncovering the truth. We recognise that a just outcome relies on being unbiased and transparent in getting to the truth of what happened.



Being inclusive

We have an inclusive culture. We are fair and impartial in our treatment of all individuals. We work across boundaries, both internal and external, collaborating and building strong relationships.



Empowering people

We believe everyone should be a leader and play a part in shaping the direction of the organisation. We provide a supportive and challenging environment where people can thrive and reach their potential. We trust our people to do the right things. We encourage calculated risk taking and evidence-based decision making. Where genuine mistakes are made, we will support people and identify opportunities for learning and improvement. We ensure that people can make complaints without experiencing unfair treatment.



Being tenacious

Our work requires us to be bold, resilient and committed to making a difference to the public. We take our duties as public servants to heart and our dedication is reflected in our work. We meet the challenges with perseverance to attain individual and organisational goals.



Making a difference

The value of our work is not defined solely by volume, but by the impact our work has on policing and public confidence. We define quality by how well our work meets the service user needs. We will focus our efforts on areas that will make a difference to our communities.

The IOPC is committed to **promoting equality and valuing diversity** in everything we do. Our vision is to be, and to be seen as, a leader in inclusive employment and services, demonstrating this ethos in everything that we do.

- As a silver standard Stonewall employer, we continue to commit ourselves to being a LGBTQ+ employer through the work of our Pride LGBTQ+ Staff Network, creating welcoming environments for lesbian, gay, bi and queer people.
- We are pleased to share we are a signatory of the Business in the Community Race at Work Charter. The Charter is composed of five [calls to action](#) for leaders and organisations across all sectors.
- Being a Disability Confident employer, the IOPC is dedicated to removing the barrier for disabled people to thrive in the workplace.
- Our Staff Networks are constantly working to make the IOPC the leaders of inclusive employment, from our Allyship Programme to [Operation Hotton](#), to [Welsh Language Standards](#) and Know the Line Policy, we are constantly seeking new ways to create an environment for all to develop and thrive.



Main duties and responsibilities

- To lead liaison with a number of forces through their professional standards departments, and equivalent roles and structures within PCC offices.
- Holding Professional Standards Departments and PCCs to account for their complaint and reviews handling and offering advice and guidance.
- Following up on recommendations.
- Identify and follow up any thematic issues with forces and PCCs about IOPC operational work.
- Lead an area of oversight activity for example a specific project or development area such as being the function's representative on a working group or developing specialist knowledge in specific topics.
- To develop and maintain relationships internally with key personnel, such as Regional Directors, Executive Assistants, the performance team, the policy team and members of operational staff.
- To ensure the force oversight model supports key business aims and objectives in improving public confidence, by measuring outcomes and impact and being open and transparent in our work with forces.
- The role may involve managing staff in support work and/or for specific projects.

KEY RELATIONSHIPS:

- Internal – All levels of Operations, KIM, Performance, Legal, Policy, Stakeholder Engagement
- Heads of PSDs and their complaints/conduct handling teams
- PCC offices and their complaints/reviews handling teams

The post holder will work closely with internal and external stakeholders at all levels. This will involve fostering good working relationships with colleagues, leaders and teams across the IOPC and among our stakeholders.

Please note that this role will require regular travelling. We embrace the flexibility of hybrid working but there will be regular occasions when face to face meetings, whether externally with forces, PCC's and other organisations in the south east, or internally with colleagues are needed.

Person specification

Essential Experience

- High level of communication skills both oral and written
- Strong customer focus and experience of building strong working relationships with stakeholders and end users
- Good working knowledge of complaints handling legislation and practice, and the Police Reform Act.
- Experience of strategic thinking and planning, working with other departments to deliver projects
- Project and people management skills

Reasonable adjustments

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used. We are open to providing you with the tools you need to succeed, from extra time to formatting changes, to name a mere few. If you require any reasonable adjustments to our recruitment process, please email humanresources@policeconduct.gov.uk

Working conditions

Making the IOPC a great place to work is one of our key priorities. We are pleased to offer a unique hybrid working model based on business needs, balanced with the needs of our colleagues. Our business need framework guides our decisions about when it is best to work onsite (in our offices or other appropriate locations) to

complete tasks most effectively or when to work remotely, offering colleagues flexibility to work where they feel most productive and supporting work-life balance. The model also encourages staff to feel welcome at the IOPC by ensuring we have opportunities to work face-to-face as teams.

Preparation checklist

- Review the full job description
- Review the behaviours and the descriptors for each behaviour
- Review the Strengths dictionary
- Review the IOPC values
- Consider your Strengths (if applicable)
- Consider drafting example answers that cover the specific elements
- Prepare some questions to ask the interviewers