

Job description

Title: Operational Standards and Procedures Manager

Reports to: Quality and Service Improvement Manager

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

Grade: 13

Salary: £44,340 (London Weighting Allowance £4527, applicable if based in Canary Wharf and Croydon)

Contract: Permanent

Purpose

As an Operational Standards and Procedures Manager, you will be welcomed into a dynamic and inclusive Quality and Service Improvement team,(within the wider Strategy and Impact directorate) and will be directly responsible for managing and maintaining Operations Standards and guidance. This includes an online resource available to all IOPC staff, which stores electronic guidance, policies, forms and templates in relation to operational processes. 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 quality, standards and oversight, allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

As the Operational Standards and Procedures Manager, you will be responsible for leading all work around operational policy, standards and guidance. This includes reviewing the usability of the site, the content review process, establishing and maintaining new content as well as reviewing, updating and rationalising existing guidance.

This role has been focused on managing the Operations Manual, a web-based collection of over 1,500 guidance pages and downloadable files. This content forms the operational policy, guidance and supporting materials for the IOPC. However, this role is also responsible for the development of new and/or updated operational

policy and guidance, working closely with colleagues from around the IOPC to ensure it is of high quality, easy to access and easy to follow.

As an Operational Standards and Procedures Manager, you will lead a team that is collectively responsible for managing the operational policy, guidance and supporting materials for the IOPC. The content itself comprises of web-based guidance pages, template letters and emails, forms and documents, and is utilised by staff throughout the organisation. Staff rely on this content on a day-to-day basis, so it is vital that it is accurate, easy to follow and up-to-date.

You will be expected to work on your own initiative, empowering your team to provide a productive balance of individual problem solving, sharing good practice, and an understanding of when to escalate any risks or issues.

You should expect to work with a range of different stakeholders, of varying levels of seniority up to and including board level. You will need to be confident at engaging with internal and external colleagues for a range of different purposes and using a variety of different methods, including – but not limited to – email, teleconferencing, videoconferencing, face-to-face meetings, focus groups, training sessions and presentations. Travel to other locations may be required to facilitate this cross-functional working.

Organisational context



We work in the context of our agreed values which inform the way we do things at the IOPC. The Operational Standards and Procedures Manager 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

- Leading and supervising a team to review and update all Operations standards content.
- Quality assuring and approving all final Operations Standard content.
- Reporting to Boards about the progress of the work.
- Working with ICT to develop the site to ensure usability and manage the transfer to internal platforms. This will likely include engagement with the users, as well as developers, chairing a working group and managing/overseeing the project
- Working with and supporting colleagues in other teams and directorates who plan to develop operational policy and/or guidance.
- Ensuring any new or existing content is clear and accessible to busy operational teams
- Developing new guidance in a co-production model with operational staff
- Developing operational policy
- Leading work to publish aspects of operational standards

- Working with the Learning and Development team to ensure any changes to operational policy and guidance are reflected in training.
- Communicating with staff about the progress of work.
- Communicating with staff about changes to operational guidance.
- Monitoring, triaging and responding to all feedback and change requests.
- Horizon scanning and identifying future changes to the operations manual.
- Prioritising changes to the operations manual.
- Developing, quality assuring and approving new content.
- Build, maintain and manage supplier relationships, commission improvement work and oversee testing and implementation.

Person specification

Essential

- Experience of developing standards, procedures, policies or guidance in an operational environment.
- Experience of quality assuring written material such as policies and guidance.
- Experience of using data to monitor performance and drive improvement.
- Experience of designing and implementing changes to ways of working to drive improvements in efficiency, productivity, quality and customer service.
- Experience of leading and supervising a team to plan, deliver and evaluate projects.
- Experience of planning, project delivery and reporting against plans.
- Experience of working collaboratively with a wide variety of internal stakeholders to produce deliverables, anticipate issues and manage resistance to change.
- Experience of leading engagement with staff and stakeholders, for example, by leading presentations, road shows, public speaking or workshops.
- Highly developed written and presentation skills, with the ability to present complex data in an accessible format.
- Highly developed IT skills including use of MS Word and MS Excel.
- Ability to work in a busy and challenging environment independently, confidently and with initiative.

Desirable Experience

- Experience of managing projects according to PRINCE2.
- Experience of using MS Project and MS Visio.
- Experience of working within a regulated environment.
- Knowledge and understanding of the IOPC's operational work, including referrals, appeals and investigations.
- Experience with content management systems
- Understanding of continuous improvement tools and methods, and experience of applying them

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