

## Job description

**Title:** Management Support Officer (Hybrid working)  
**Reports to:** Executive Support Officer  
**Location:** Sale  
**Grade:** 8  
**Salary:** £26,010  
**Contract:** Fixed Term Contract until 7 June 2024 to cover maternity leave (with the potential to be extended)

## Purpose

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The Independent Office for Police Conduct exists to investigate complaints fairly and thoroughly. The IOPC has the power to initiate, carry out and oversee investigations. It is also responsible for monitoring the way complaints are handled by local police forces.

As a Management Support Officer you will be welcomed into a dynamic and inclusive support team working to assist the Executive Support Manager in delivering high quality support to the senior leadership team in the Directorate of Major Investigations (DMI).

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 Management Support, allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

# Organisational context

**Our mission** is improving policing by independent oversight of police complaints, holding police to account and ensuring learning effects change

**So that** everyone is able to have trust and confidence in the police

## Our strategic objectives:

People know about the complaints system and are confident to use it

The complaints system delivers evidence-based, fair outcomes which hold police to account

Our evidence and influence improves policing

An organisation that delivers high performance

We work in the context of our agreed values which inform the way we do things at the IOPC. You 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

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### Inbox and diary management for the senior leadership team

- Managing and prioritising incoming correspondence (emails/letters/calls) responding or escalating as appropriate
- Co-ordinate and maintain management team diaries
- Scheduling meetings and accompanying travel requirements
- Resolving scheduling conflicts and proactively scheduling priority tasks requiring 'focus time'
- Monitor individual and shared inboxes to organise and flag for action any emails as and when appropriate within established guidelines and responsibilities.

### Meeting administration & event co-ordination

- Forward planning & scheduling recurring meetings for routine business activity
- Planning support to include preparing agendas, papers, delegate lists, equipment, venue & room booking
- Meeting support to include taking minutes and action points, support with equipment and presentations
- Follow up support to include circulating minutes, allocating actions to owners, setting response due dates

- This may, on occasion, require travel to external meetings.
- Organising external events, which may include liaising with external suppliers and co-ordinating attendance and travel.

### **Information Management & Prioritisation**

- Adhere to the IOPC data quality, records management, data protection and information management principles, to ensure information is safe, secure and shared appropriately.
- Accurately maintain and update any files, records, databases and directories as required. This may include team sites, CRM, Case Management Systems, HR systems and document management systems.
- Maintain accurate personnel files and liaise with a range of corporate service teams to ensure information is shared regarding new and existing staff members. This may include administration relating to recruitment, starters/leavers process, establishment numbers, ICT assets and tracking training and accreditation progress.
- Maintain an overview of all key issues and work for the leadership team. Prioritising and flagging work that comes into the office and liaising with colleagues to resolve issues as they arise.
- Undertaking basic financial tasks including raising purchase orders, processing invoices and expenses for payment, as required.
- Working with data protection team to co-ordinate FOI requests, ensuring they are logged, allocated and responded to within appropriate timescales

### **Working as a team**

- Work closely with the Executive Support Manager to provide effective support to the senior leadership team in the Directorate of Major Investigations (DMI) and ensure consistent working practices across the organisation.
- Provide ad hoc assistance to project work including contributing to the Strategy Two portfolio work and SRO led projects.
- Liaise with other agencies and personnel as required.

### **Operational support roles will also:**

- Assist in the maintenance of the national and local on call system, undertaking all associated administrative duties.

- Ensure management tasks are completed on the case management system, ensuring data accuracy and proactively identifying gaps affecting the quality of reporting.
- Support the senior leadership team undertaking case supervisor roles in the preparation of documents, correspondence and reports, as requested.

Travelling to other IOPC offices / alternative locations may be required with notice.

## Person specification

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### Essential

- Good level of education, educated to at least GCSE standard or equivalent.
- Demonstrates high level of attention to detail and an ability to work accurately.
- High level of ICT skills and facility with IT systems and applications including MS Word, Excel, and Power Point, SharePoint and experience using case management systems.
- Excellent interpersonal skills, including tact, discretion and experience of liaising with representatives from external agencies

### Experience

- Excellent written and oral communication skills
- Ability to work under pressure and prioritise tasks, working to strict and conflicting deadlines
- Proven experience of working effectively in a team environment
- Experience or understanding of police forces and criminal justice system is desirable

### Skills and Abilities

- Sound administrative skills, able to organise and prioritise when under pressure and meet or negotiate deadlines.
- Skills appropriate to the role, with the capacity to absorb/organise new information to ensure well briefed on new topics.

### 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](mailto: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