

Get to know us

Introduction

With this pack we aim to give you an idea of what to expect from the IOPC as an employer.

We are proud of our History and our Values and remain committed to the people who make the IOPC what it is.

In this pack we will share information about:

- IOPC Values
- IOPC History
- Our work towards Equality, Diversity and Inclusion (EDI)
- IOPC Staff Networks
- Our commitment to accommodating your needs
- Our commitment to being an Equal Opportunities employer
- IOPC geographical locations



INDEPENDENCE

IOPC Values

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

Our values reflect how we will work together to deliver our mission to improve public confidence in policing by ensuring the police are accountable for their actions and lessons are learnt.



Seeking truth/Chwilio am wirionedd

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.



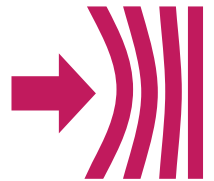
Being inclusive/Bod yn gynhwysol

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/Galluogi pobl

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/Bod yn afaelgar

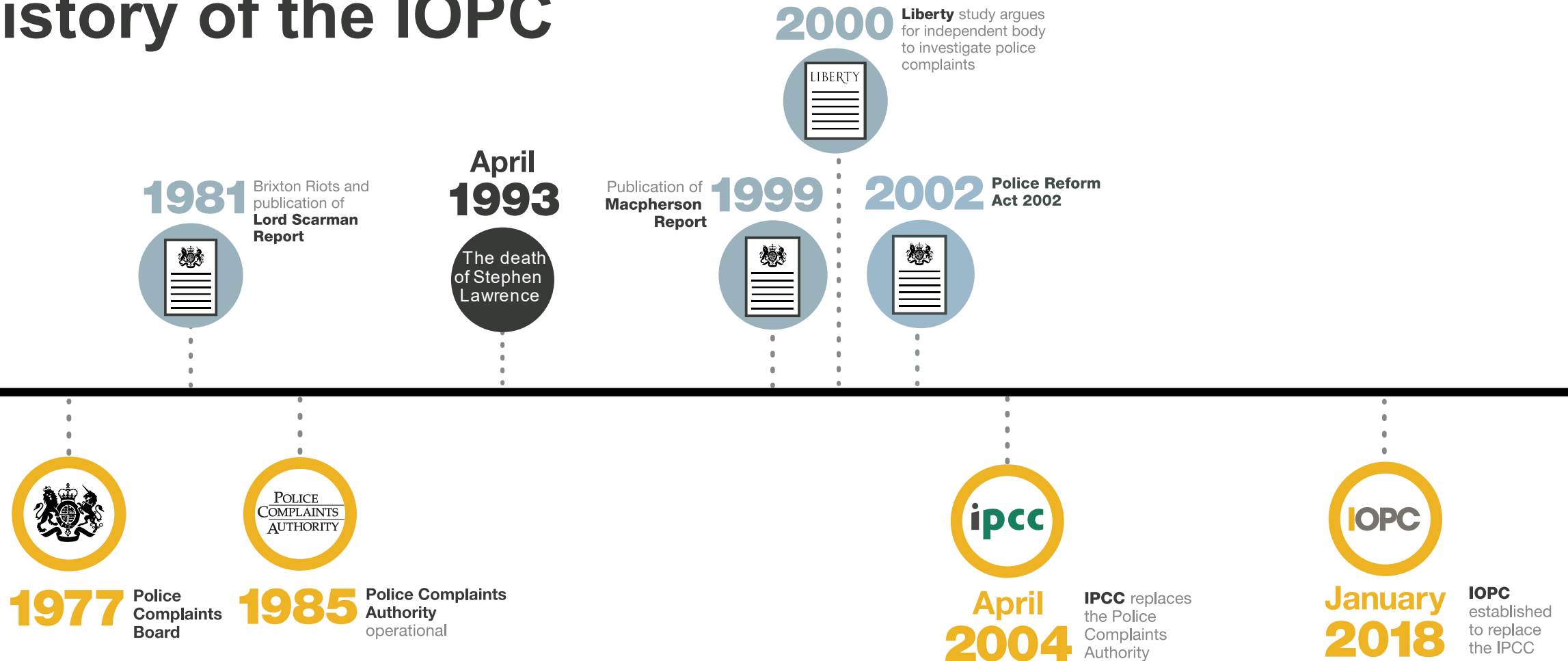
Our work requires us to be bold, resilient and committed to making a difference to the public. We take our duties as public servants to heart and our dedication is reflected in our work. We meet the challenges with perseverance to attain individual and organisational goals.



Making a difference/Gwneud gwahaniaeth

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.

History of the IOPC



Our History

Following Stephen Lawrence's murder and the publication of the Sir William Macpherson report, the IPCC was formed. On 8 January 2018 we were renamed the IOPC. We were created to oversee the police complaints system in England and Wales, setting the standards by which the police should handle complaints.

Our Desire

We are seeking to 'turn the page', embed our values, and underpin our work with ED&I to forge a new path to ensure we achieve this. To make this a reality it is important that we attract innovative and socially aware people to join us. The IOPC is an equalities employer, signatory to Stonewall and the Race at Work Charter.

Our Remit

We investigate the most serious matters, including deaths following police contact and make our decisions entirely independently of the police and the government. The IOPC is a public service and as such aims to ensure that everyone receives an equal service.

Our Team

We celebrate and acknowledge the benefits of being 'different' and recognise that having a diverse workforce is essential to providing a service that is fit for purpose. We particularly welcome applications from minority, marginalised and diverse groups, and we in turn promise a fair and unbiased recruitment process.

Welcome Message from Michael Lockwood

Thank you for your interest in joining the IOPC. Whether you are at the beginning of your career, returning after a break or looking for a change of direction, the IOPC is a really special place to work. I'm confident we have something for everyone interested in working here.

Our areas of work are among the most exciting, innovative and creative across the Civil Service. Our people play a vital role in holding the police to account and promoting confidence in the police complaints system.

We are an organisation that values its staff. We work hard to create an environment in which our diverse staff enjoy working, and I really hope you can join us to play a part in our work.

Michael Lockwood
Director General



A message from Jonathan Williams –Young

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 police oversight. That will allow you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

As a completely independent organisation, we seek to uphold the rights of the public and investigate the most serious matters, including deaths following police contact, to promote learning and influence change in policing.

We are a public service that aims to ensure everyone receives an equal service. To make this a reality we need innovative and socially aware people to join us and demonstrate our values in every aspect of their work.

We expect our colleagues to take ownership of their 'cultural knowledge accountability' and understand that ethos development is an ongoing process and one that is key to the delivery of an equitable public service.

Jonathan Williams – Young
Equalities Delivery Manager



Equality, Diversity & Inclusivity (ED&I)

As the policing oversight body we set the standard for others to follow by looking at our work, culture and ethos both internally and externally. We ask ourselves who we are and what are our organisational objectives.

Our objective is to promote and ensure equality and equity in policing. We are leaders in ED&I because we see it as intrinsic to what we do; challenging and working critically to produce innovative thought and working processes where necessary.

Our work includes *'turning the ship around'* on thought processes about ED&I, from being something that we consider as part of our work, to being something that **is** our work - supporting us to produce excellence.

We do not compromise or deviate on excellence as an output. It is our belief that making ED&I the underpinning theme running through our processes enhances our excellence.



BEING INCLUSIVE

Your Needs

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used.

If you require any reasonable adjustments to our recruitment process please let Human Resources know.

Email:
HumanResources@policeconduct.gov.uk



BEING INCLUSIVE

Recent studies have also shown that organisations with diverse teams have better financial returns, are better at innovation and better in their ability to change.

Our staff networks are run by staff for staff. Each group is supported by a director and will meet regularly, either via video conference or in person.

The networks focus on each of the protected characteristics: age; disability (including mental health); gender reassignment; marriage and civil partnership; pregnancy and maternity; race religion and belief; sex; sexual orientation; and Welsh.

The networks are involved across all aspects of IOPC business, including:

Helping remove barriers faced by staff; informing and educating; advising on internal policy; producing ideas and practical solutions; raising awareness of equality and diversity issues; and providing support and 'safe spaces' for discussion.

If you have a passion for, or identify with, any of the protected characteristics, this is a fantastic opportunity to meet new people and work with other colleagues who share the same interests.

IOPC ▶ **STAFF NETWORK**

IOPC ▶ **AGE**
STAFF NETWORK

IOPC ▶ **ENABLE**
STAFF NETWORK

IOPC ▶ **WELSH/CYMRAEG**
STAFF NETWORK

IOPC ▶ **PRIDE LGBTQ+**
STAFF NETWORK

IOPC ▶ **SEX & FAMILY**
STAFF NETWORK

IOPC ▶ **RACE, RELIGION & BELIEF**
STAFF NETWORK



Our Offices

Hillsborough

Regional Director

Mike Benbow

Address

Renaissance House
1220 Centre Park Square
Lakeside Drive
Warrington WA1 1RU

Midlands Region

Regional Director

Derrick Campbell

Address

Building 9, Ground Floor, 19
Ridgeway
Quinton Business Park
Quinton, Birmingham B32 1AL

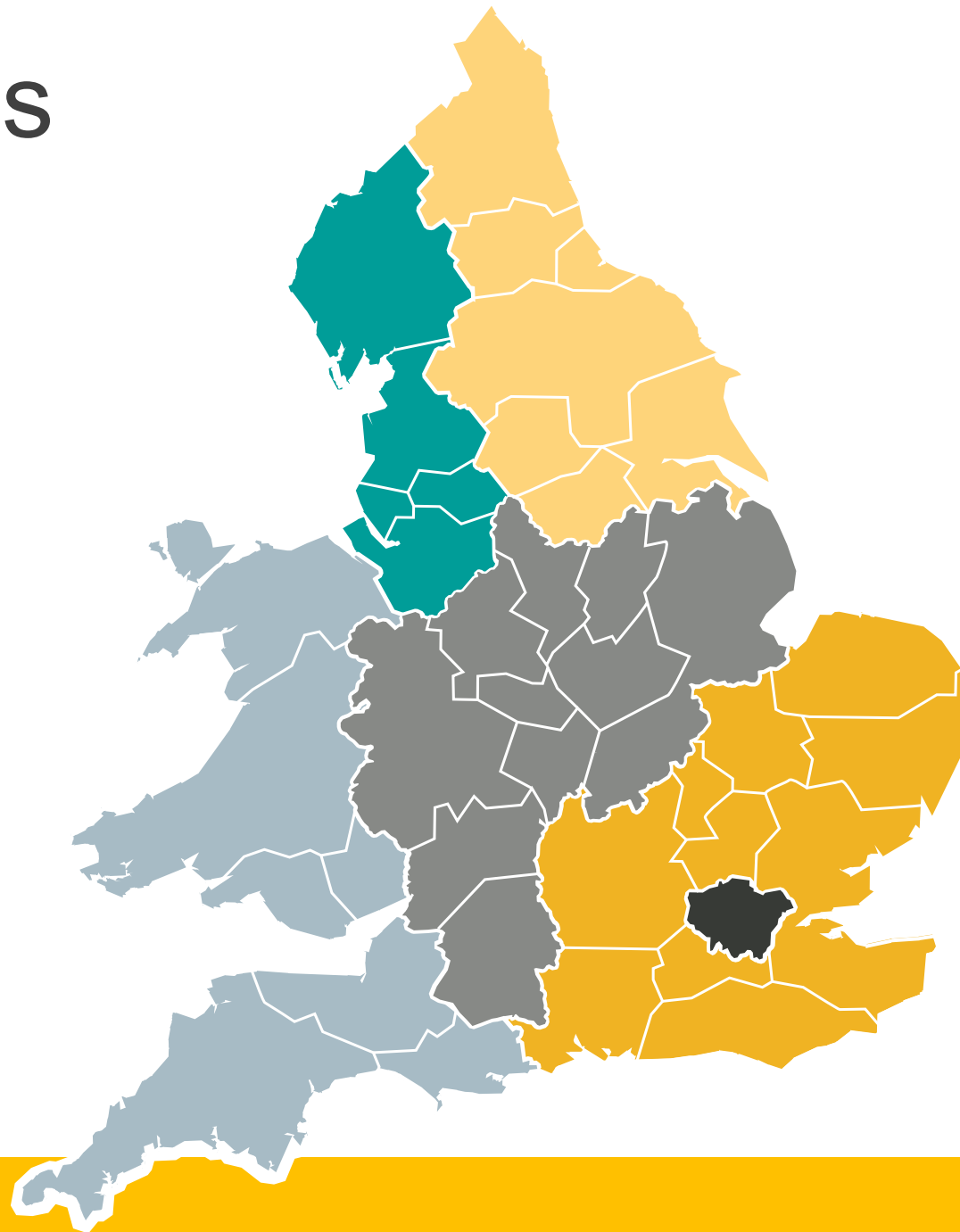
Wales and South West Region

Regional Directors

Catrin Evans & David Ford

Address

Building 2 - Eastern Business
Park
Wern Fawr Lane
St Mellons, Cardiff CF3 5EA



North West Region

Regional Director

Cath Bates

Address

1st floor, Oaklands House
34 Washway Road
Sale M33 6FS

North East Region

Regional Director

Thea Walton

Address

Pioneer House
Woolpacks Yard
Wakefield WF1 2SG

South East Region

Regional Director

Graham Beesley

Address

Southern House
Wellesley Grove
Croydon CR0 1XG

London Region

Regional Director

Sal Naseem

Address

10 South Colonnade
Canary Wharf
London E14 4PU

Casework Manager Overview

This is a challenging and interesting position with a variety of work, which requires good judgement and an analytical, methodical mindset as well as the resilience to analyse the finer details of the circumstances of the complaint; which itself is often of a sensitive nature.

You will be expected to handle a wide variety of cases and subject matters, ranging from reviews following police complaint investigations, to reviewing Death and Serious Injury reports completed by the police, before communicating your assessment to a variety of interested parties and stakeholders, tailoring your communication to the audience appropriately. You may also be required to communicate your decision to other stakeholders, both internal and external.

The role of Casework Manager is equally challenging as it is rewarding. It is important to remain impartial and unbiased when performing the role, and ensure that our decisions are fair, balanced and supported by the legislation and available evidence. The decisions made by IOPC Casework Managers are final and can only be challenged in the courts. Therefore, the cases you complete must be of a high quality and supported by a sound rationale.

Further Questions? - Please email the Talent Acquisition team at campaigns@policeconduct.gov.uk

What career development will be available? You'll be expected to identify your own learning needs and share your expertise with colleagues. We'll support you every step of the way, with development opportunities ranging from internal training to public courses, conferences, and even support to gain higher qualifications. We also offer specific training linked to your role.

Will my work be varied? Pardon the pun, but no two cases are the same! You will be expected to handle a wide variety of cases and subject matters, ranging from reviews following police complaint investigations, to reviewing Death and Serious Injury reports completed by the police, before communicating your assessment to a variety of interested parties and stakeholders, tailoring your communication to the audience appropriately. You may also be required to communicate your decision to other stakeholders, both internal and external.

What benefits will I be entitled to? As well as offering a competitive salary, we also offer: a generous defined benefit pension scheme, season ticket loans, cycle-to-work scheme, flexible working arrangements, 27.5 paid annual leave (increasing with service) plus public holidays and health and wellbeing opportunities with the Civil Service Sports Council.

Can I get involved with Staff Networks? Absolutely, this is something we encourage. We have six staff networks, which cover the nine protected characteristics set out in the Equality Act 2010, as well as Welsh speakers. The networks play a vital role in supporting our people and are involved in all aspects of our work.

What training can I expect As a Casework Manager? You will be provided with in-depth bespoke and tailored training about a variety of subjects which will be relevant to your role. We invest significantly in our Casework Managers; closely supporting them to improve their knowledge and experience to effectively perform their role. The organisation has a variety of other departments, including Legal, Subject Matter Networks and an Oversight Team, who offer specialist support and guidance to Casework Manager's when they are reaching their decisions.

WANT TO KNOW MORE

Visit our IOPC Careers Page at:

<https://policeconduct.gov.uk/careers-iopc>

[Independent Office for Police Conduct
Jobs - VERCIDA](#)

[IOPC have won the Stonewall Silver
Employer Award - VERCIDA](#)

[The power of inclusive workplaces |
Stonewall](#)



MAKE A DIFFERENCE

Contact us

Telephone switchboard

0300 020 0096 (press 2 at prompt)

We welcome telephone calls in Welsh.

Rydym yn croesawu galwadau ffôn yn y Gymraeg.

Lines are open 9am to 5pm,
Monday to Friday.

For our joint protection and training
purposes calls may be recorded.

Email

For recruitment related enquiries please
contact

campaigns@policeconduct.gov.uk

