



Job description

- Title:** Executive Support Officer
- Reports to:** Executive Support Team Manager
- Location:** Birmingham, Canary Wharf, Croydon, Sale or Wakefield
- Grade:** Grade 8
- Salary:** £28,665 (plus London Weighting £4,968 if based in Canary or Croydon)
- Contract:** Fixed Term Contract until June 2026

Purpose

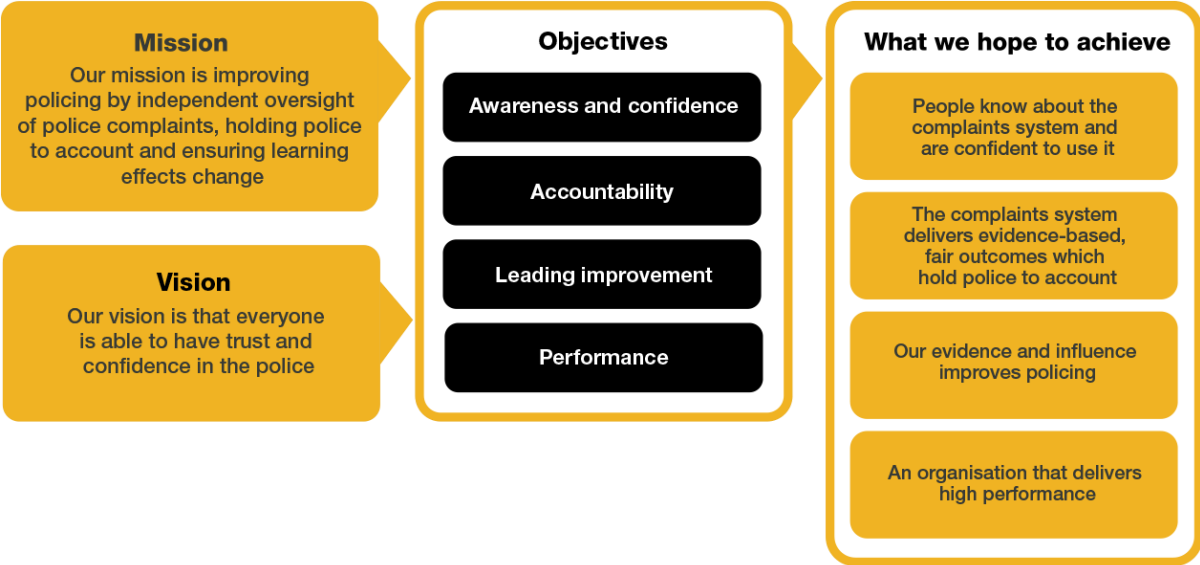
The IOPC is on a transformation journey and this role offers an opportunity to be at the heart of it by joining a dynamic Executive Support Team. The Executive Support team delivers high quality executive support to the IOPC senior leadership team and has a key role in enabling the delivery of the IOPC strategic objectives.

This newly established team forms part of a matrix management structure which allows team members to thrive in a fast-paced, high performing and collaborative environment.

The team is led by the Executive Support Team Manager, who manages, coordinates and delegates work to the wider team, ensuring standards, timeliness and a team approach to delivery.

As Executive Support Officer you will be working at the heart of the organisation, you will be involved in varied and challenging administrative support tasks and have regular contact with members of the IOPC senior team.

Organisational Context



We work in the context of our agreed values which inform the way we do things at the IOPC. As an Executive Support Officer you will need to be committed to working 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

Meeting administration & event co-ordination

- Forward planning & scheduling recurring meetings for routine business activity
- Preparing for meetings, including 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.
- Organising external events and meetings, which may include liaising with external suppliers, stakeholders and co-ordinating attendance and travel.

Information Management

- Adhere to the IOPC data quality, records management, data protection & information management principles, to ensure information is safe, secure and shared appropriately.
- Accurately maintain and update any files, records, databases and directories as required.
- Collate corporate information on request, to support production of management reports and documents.
- Working with data protection team to co-ordinate FOI requests, ensuring they are logged, allocated and responded to within appropriate timescales.

Business and Project Support:

- Support new starters and leavers processes. This may include administration relating to recruitment, onboarding ICT assets and training.
- Undertake basic financial tasks including raising purchase orders, processing invoices and expenses for payment, as required.
- Support operational processes by issuing letters, reminders and other correspondence.
- Provide administration support to specific projects and to leaders with SRO responsibilities.

Working as a team

- Work closely with the Executive Support Team Manager, to provide a responsive and consistent level of service to the senior leadership team.
- Work closely with your team members to foster a positive, supportive and high performing team environment.
- Build knowledge and connections with different areas of the business to provide personalised support when appropriate. e.g understanding a specific project, or team.
- Liaise with other agencies, stakeholders and colleagues as required.

Cultural Competence, Equality, Diversity & Inclusion:

- Be pro-active and committed to equity, diversity and inclusion.
- Demonstrate cultural competence when interacting with all stakeholders.

Person specification

Experience & Qualifications

- Proven experience of working effectively in a team environment.
- Previous experience of working in an administrative environment with exposure to a wide range of tasks and people.
- Extensive experience of working with IT systems and applications including MS Office (word, Excel, and Power Point) SharePoint, Outlook and Teams.
- Desirable to have previous experience working with senior leaders and senior teams.

Skills and Abilities

- Able to organise and prioritise when under pressure and meet or negotiate deadlines.
- Demonstrates high level of attention to detail and an ability to work accurately.
- Excellent interpersonal skills, including tact, discretion and experience of liaising with external stakeholders.
- Ability to absorb/organise new information to ensure well briefed on new topics.
- Strong inter-personal (written and oral) communication skills.
- Prioritising to ensure key objectives of the role are consistently achieved.
- Comfortable taking decisions within a clear framework of delegation.

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 Recruitment@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.

The IOPC is currently consulting with its consultative bodies about proposed changes to our hybrid working policy which will require all staff to work 20% of their contractual hours at their office base (or another office for business reasons) from 1

September and increased to 40% from April next year. Office attendance time includes in-person training, meetings with stakeholders and families, and attending events.

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