



Job description

Title: Transformation Programme Communications Lead

Reports to: Corporate Communications Manager

Location: Birmingham, Canary Wharf, Croydon, Sale or Wakefield. The role will require regular travel to London

Grade: 13

Salary: £47,493 plus London Weighting £4,968 per annum if based in Canary Wharf or Croydon

Contract: Permanent

Purpose

As a Transformation Programme Communications Lead, you will be welcomed into a dynamic and inclusive Strategy and Impact team. 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 Strategy and Impact, allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

The Independent Office for Police Conduct requires a temporary Transformation Programme Communications Lead to help build understanding, engagement, and trust in IOPC and its activities and interests, by supporting everyone in the organisation to understand and engage with delivery of our transformation programme over the next years.

As Transformation Programme Communications Lead you will be the communication service's strategic lead for IOPC transformation work, liaising closely with Business Development ensuring the effective design, development and delivery of all communications activity around transformation.

You will ensure all communication activity is aligned to the objectives set out in the IOPC's Strategic Plan. You'll liaise with the Director General and Deputy Directors General to ensure strategic messaging lands internally in an appropriate and timely way.

Organisational Context



We work in the context of our agreed values which inform the way we do things at the IOPC. The Transformation Programme Communications Lead 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

- Lead on the development and delivery of a three-year IOPC transformation communications strategy, plans and evaluation
- Support the internal communications team to deliver targeted, effective transformation communications using a range of channels, including ongoing campaigns and business as usual activity
- Work closely and advise the Transformation Programme Director to bring to live the transformation programme so that colleagues understand it, believe in it and are behind it.
- Be the conduit across the Communications, policy, stakeholder engagement and public affairs on the IOPC transformation work, updating and sharing responsibilities across the team where necessary.
- Build and maintain successful networks across IOPC, actively establishing and developing links
- Build the IOPC's capacity to communicate operational outcomes and strategic thinking to internal and external stakeholders and influential audiences
- Working with the Corporate Communications Manager, advocate the business importance of internal communications and engagement, and employees role in delivery of the transformation programme
- Liaise with the Director General and Deputy Director General/Director of Operations to ensure strategic messaging lands internally in an appropriate and timely way.

- Work with stakeholders at all levels across IOPC to advise on approach, content and timelines, anticipating risks and developing plans to mitigate them.

Key deliverables

The key deliverables required from this role during this contract include:

- Delivery of a three-year IOPC transformation programme communications strategy
- Delivery of an implementation plan for the communications strategy
- Delivery of an engagement framework and activities

Person specification

Essential

- Solid background and experience of major change programmes in a medium to large sized organisation
- Strong experience in managing and using a range of communications channels to inform and engage
- Strong oral, written, interpersonal and organisational skills
- Strong people, project, financial, reputational and risk management skills
- Ability to articulate a clear vision for the role of internal comms and engagement in delivering our major transformation programme
- Demonstrable experience of directing internal communications engagement activities
- Experience of working in large national organisations across communication, policy and operational functions
- Demonstrable experience of working with internal and external stakeholders and audiences to effectively deliver messages and engagement.

Demonstrable experience developing collaborative working relationships with multiple stakeholders

Security

- Successful candidates must pass a disclosure and barring security check. Successful candidates must meet the security requirements before they can be appointed.
- Must have the right to work in the UK.

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. 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