



Job description

Title:	Deputy Director - Demand, Resourcing & Performance
Reports to:	Deputy Director General – Investigations, Oversight & Casework
Location:	Any IOPC Office Location
Grade:	Grade 17
Salary:	£81,265 plus London weighting £4,968 per annum if based in Canary Wharf or Croydon
Contract:	Permanent

Purpose

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

As Deputy Director for Demand, Resourcing & Performance, you will be welcomed into a dynamic and inclusive senior leadership team. You will have responsibility for the leadership and management of a newly formed strategic team within the Directorate of Investigations, Oversight & Casework (IOC).

Working directly to the Deputy Director General Investigations, Oversight & Casework, you will facilitate the delivery of all Investigations, Oversight and Casework activity through strategic, proactive management of demand, resources and performance.

You will be lead and manage three enabling teams; the assessment unit, business management and specialist support.

Organisational Context



We work in the context of our agreed values which inform the way we do things at the IOPC. As the Deputy Director for Demand, Resources and Performance 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

Leadership & Management:

- Provide inspirational leadership that promotes equality, diversity, and inclusion
- Lead a newly formed team, setting clear direction, managing change and embedding new ways of working.
- Leading, managing, and developing a high performing national team of diverse professionals with a shared objective.
- Direct Line management and responsibility for: The Head of Assessment, IOC Business Manager and Specialist Services Lead (new role).
- Resource and budget management in line with a challenging efficiency and transformation programme.

Delivery

- Lead the development of organisational approach to demand and resourcing in the Investigations, Oversight & Casework Directorate.
- Set strategy and lead the development of business and delivery plans.
- Analyse and identify patterns and trends in productivity and demand and use this to strategize improvements in delivery.

- Identify opportunities for interoperability and cross-team working to maximise effectiveness of the collective IOC resource.
- Ensure a future focussed workforce plan is developed in conjunction with the People Business Partnering team, to address demand, capacity and skill requirements to deliver increased volumes of high quality, timely IOPC work in line with our strategic ambitions.
- Strategically plan the recruitment and resourcing in IOC and work collaboratively with the People directorate to ensure that workforce levels are maintained to ensure performance delivery.
- Liaise with the Deputy Director of Investigations to ensure that Investigations colleagues are released to participate in the recruitment selection process of trainee investigations.
- Manage and review performance and productivity against clear targets and support the DDG and IOC Directors in achieving them.
- Identify, escalate and cascade resource and performance issues to the appropriate level to enable fast paced and agile response/solutions.
- Chair National Tasking meetings to regularly review IOC performance and resourcing to ensure that we are meeting our performance targets.
- Provide strategic and tactical advice in the response to critical incidents, bringing together resources from across the organisation to respond in the most effective way.
- Lead the development of an IOC 'Skills & Talent Map' to allow intelligent resourcing decisions based on skills and capability as well as availability and location.
- Maximise the use of data and CMS insights to inform national demand and resourcing decisions.
- Ensure information cascade and appropriate level of oversight into information sharing, tasking and case allocation.

Corporate Responsibility:

- Provide expert strategic advice on IOC demand, resourcing and performance matters.
- Contribute to the setting of corporate strategy, policy, governance, and corporate culture.
- Ensure high integrity and transparency in the use of public money.
- Role model the IOPC values

Decision Making:

- Delegated decision making from Deputy Director General of Investigations, Oversight & Casework in relation to Demand, resourcing and performance.
- Decide and direct IOC resources to ensure maximum efficiency, effectiveness and performance.

Communication & Engagement:

- Speak and liaise with relevant Boards, Groups and Committees on matters relating to IOC demand, resourcing and performance.
- Pro-active in building internal relationships with key delivery partners across the IOPC.
- Build close and effective working arrangements specifically with partners in the Data, Performance and People Teams.

Cultural Competence, Equality, Diversity & Inclusion:

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

Person specification

Experience

- Relevant qualification and significant complimentary experience relating to demand, resourcing and performance.
- Experience of setting strategy, business and delivery plans in a transformation setting.
- Experience of successfully leading and managing change.
- Proven experience of managing and improving organisational performance.
- Experience of delivering workforce plans, in a multifunctional area or business.
- Strong IT systems knowledge and skills including advanced Excel skills and the ability to learn new systems and packages.

Skills and Abilities

- Proven leadership and management skills with the ability to optimise team performance and development
- Highly skilled communicator with the ability to communicate complex concepts to others
- Excellent interpersonal skills with the ability to form and maintain strong, productive relationships with stakeholders inside and outside of own business area.
- Highly developed analytical and problem-solving skills.

- Ability to work at pace and respond to changes with ease.
- Excellent attention to detail.
- Highly developed numeracy, statistical and reporting skills with the ability to analyse, interpret and manage information, data and trends.
- Project management skills
- Results orientated and organised with the ability to plan and deliver against deadlines and the ability to motivate others to deliver.

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.

The IOPC has a hybrid working policy which requires all staff to work 40% of their contractual hours at their office base (or another office for business reasons) from April next 2025. 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