

**TITLE:** Management Support Officer

**REPORTS TO:** Executive Support Manager

**CONTRACT TYPE:** Permanent

**LOCATION:** Birmingham

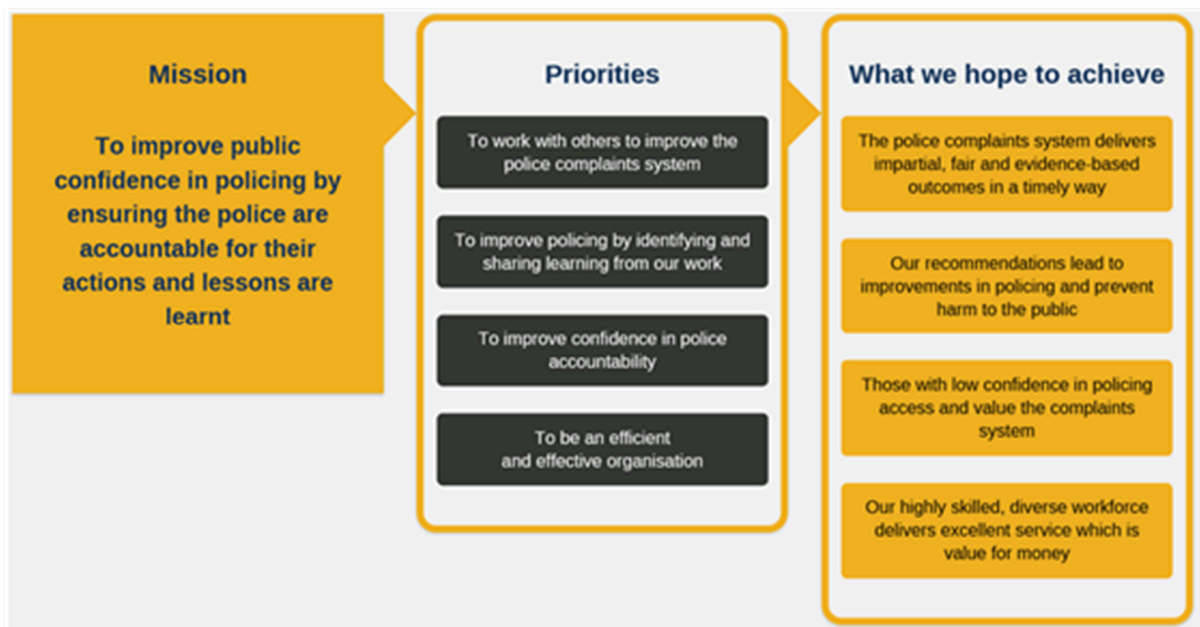
**GRADE:** 8

**SALARY:** £24,605 per annum

## PURPOSE

The role will assist the Executive Support Manager in delivering high quality support to the directorate leadership team.

## ORGANISATIONAL CONTEXT



We work in the context of our agreed values which inform the way we do things at the IOPC. The Management Support Officer will need to be committed to managing in the context of these values.



### **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 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.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Inbox and diary management for 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 & 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 other Executive Support Manager to provide effective support to the leadership team and ensure consistent working practices across the organisation.
- Provide ad hoc assistance to project work including contributing to the One Plan 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 leadership teams 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**

### **KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS**

The **essential** requirements are:

- Good level of education, educated to at least GCSE standard or equivalent
- Excellent written and oral communication skills
- Ability to work under pressure and prioritise tasks, working to strict and conflicting deadlines
- Demonstrates high level of attention to detail and an ability to work accurately
- Proven experience of working effectively in a team environment
- 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

The **desirable** requirement is:

- Experience or understanding of police forces and criminal justice system

### **Core Skills**

- 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.
- 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.

Any move to the IOPC from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments. You may however be eligible for other government schemes, including Tax-Free Childcare. Determine your eligibility at <https://www.childcarechoices.gov.uk/>.

### **Selection process**

This vacancy is using **Success Profiles**. As part of the application process you will be asked to complete 3 sift stage questions based on the essential criteria.

The Behaviours being assessed are:

- Delivering at Pace
- Communicating and Influencing

For successful candidates who reach the assessment stage, we will provide further details of what will be assessed.

## What is Success Profiles?

Success Profiles moves us to a tailored way of assessing, dependent on the requirements of the job. For each role we advertise, we consider what you will need to demonstrate in order to be successful. This gives us the best possible chance of finding the right person for the job, drives up performance and improves diversity and inclusivity so that we can truly reflect the communities that we serve.

## What are the elements of the Success Profile?



Not all of the elements are relevant to every role, and will vary depending on the level and type of role. You should ensure you read the job description carefully to see what elements are required for the specific job you are applying for. There are separate guides to each of the elements, which will give you more information about what and how you can demonstrate specific requirements.

## How the elements are assessed

You could be assessed in a number of different ways, depending on the type of role and level you are applying for. Using a range of assessment methods helps us to more accurately match people to the essential requirements of the job. For example, you may be asked to complete an application form; provide a CV and supporting statement; attend an assessment centre; or complete an online test.. Often a combination of these approaches will be used and more than one element may be tested within the same assessment method.

Details of which elements will be assessed and how we will assess you against these, are included in the job description.

### **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. If you require any reasonable adjustments to our recruitment process please contact [humanresources@policeconduct.gov.uk](mailto:humanresources@policeconduct.gov.uk).

### **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 ☐
- Consider drafting example answers that cover the specific elements ☐
- Prepare some questions to ask the interviewers ☐