



JOB PROFILE

POST TITLE:	COMMISSIONING ASSISTANT
GRADE:	E
DIRECTORATE:	Office of the Police and Crime Commissioner (OPCC)
RESPONSIBLE TO:	Commissioning Manager
LOCATION:	Hindlip
JOB PURPOSE:	To assist the Commissioning Team in providing commissioning support to the Police and Crime Commissioner to enable them to fulfil their statutory duties and responsibilities.

MAIN RESPONSIBILITIES:

1. To develop and maintain an understanding of the main issues affecting policing and the role of the Police and Crime Commissioner (PCC).
2. To support the Chief Executive, Commissioning Team and colleagues within the OPCC office on all aspects relating to commissioning.
3. To support the involvement of service users, and providers in the development of Police and Crime Plan outcomes and objectives
4. To monitor and gather outcome data from contracts and provide some analysis to inform future commissioning decisions.
5. To monitor and gather OPCC, force and additional stakeholder data to form a picture of need and impact, whilst complementing this with intelligence to support commissioning decisions.
6. To investigate and research successful service models to help provide the evidence base for effective commissioning in relation to reducing crime and / or support for victims.
7. To develop positive working relationships with a wide range of stakeholders and policy leads making them aware of the strategic direction of service development.

8. To provide feedback from providers and stakeholders to assist in the development and implementation of commissioning strategies.
9. To support the strategic planning and commissioning of PCC outcomes by working with PCC policy officers
10. To support the work of associated Project Boards and Project Working Groups designed to support the commissioning process.
11. To assist in the provision of information in respect of new guidance and policies that are likely to have an impact on the provision of services
12. To disseminate information to stakeholders and track/monitor required actions on the Project Plan for each area of commissioned activity.
13. To assist with ensuring good communication with service providers and stakeholders making them aware of good practice and changing requirements.
14. To support formal procurement processes and ensure work is in compliance with appropriate procurement law, developing close links with the West Mercia Police Procurement department.
15. To be responsible for ensuring that where remedial action plans are agreed with service providers / stakeholders and that these are monitored and improvement targets (where appropriate) are monitored to agreed time scales
16. To work both independently and as part of a team to collate, process, research and analyse data from a variety of sources.
17. To attend meetings on behalf of the Commissioner and be prepared to make an active contribution and to prepare notes of the meeting as appropriate for the Commissioner
18. To contribute to the development, monitoring and implementation of the Police and Crime Plan as required.
19. To champion the role of the Police and Crime Commissioner.
20. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

Special Conditions: Politically restricted post

Ability and willingness to travel throughout the West Mercia policing area

Security level: NPPV2

PERSONAL QUALITIES LEVEL: PRACTITIONER

Serving the Public

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

Openness to Change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service Delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision Making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light

of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with Others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.

PERSON SPECIFICATION:

Knowledge:

- Educated to degree level or equivalent.

Experience:

- Experience of carrying out research activities and projects using a range of techniques and methods.
- Experience of writing reports and briefing papers.
- Experience of assisting in the development, review and implementation of policies, plans and strategies.
- An awareness of working in a political environment and communicating on politically sensitive issues.

Key Skills:

- Excellent verbal and written communication skills.
- Good ICT and administrative skills
- The ability to undertake independent research and analysis to produce concise briefings, reports and presentations.
- The ability to analyse and interpret data.

- Competent in the use of IT packages including Microsoft packages or equivalent.
- The ability to prioritise and manage workloads, competing priorities and to meet deadlines.
- The ability to effectively work as part of a team.
- The ability to travel to various locations if required.
- The ability to represent the PCC at meetings as directed, speaking on his behalf if appropriate.

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