



Senior Project Officer

Service Unit	Corporate Services
Team	Corporate Services
Responsible to	Corporate Services Manager
Scale and Salary Range	SO1/2
Vetting Status	Standard
Politically Restricted	No
CVF Level	CVF Level 2

Job Purpose

- To operate effectively as an integral part of the Corporate Services Team supporting the Corporate Services Managers to deliver the unit's strategic aims and associated work programme.
- To contribute to the delivery of independent advice and support by ensuring that change is delivered effectively and efficiently, that clear lines of accountability exist and effective processes for providing monitoring and assurance are in place.
- To contribute to the development and implementation of a culture of change across the whole organisation and to effectively support the delivery of change projects across the Force.
- To support and lead Force projects, supervising workloads, developing team skills and ensuring alignment with the aims of the Force.

Principal Duties and Responsibilities

- To work directly on change and service improvement initiatives and provide evidence based advice, briefings, presentations and written reports in order to influence strategy and secure ownership for changes to service delivery.
- To ensure that Corporate Services appropriately advises and directly supports the Force business areas at a strategic and tactical level on improvements in processes and procedures which would have a positive impact on service delivery.
- To maintain systems for the day to day delivery of areas such as: continuous improvement and innovation, change support, project management and progress monitoring, inspection support and horizon scanning whilst providing absolute confidentiality of personnel information.
- To contribute to the effective, successful delivery of Force change projects, by providing project management and continuous improvement support to business areas to ensure that work is delivered within agreed timescales, to the required quality and achieves the outcomes sought.
- To positively engage with front line staff through change and service improvement work to secure a culture of acceptance for change.
- To support and lead a team of Project Officers within the Corporate Services Unit ensuring they receive appropriate supervision and informed appraisals that deliver continuous personal and professional development.



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- To on a daily basis use Excel, Word and other packages to accurately and speedily input complex data sets for analysis, accurately capture and detail work process and work flows and prepare complex written reports to tight timescales.
- To directly undertake, and manage others to undertake, the in-depth analysis and interpretation of a wide range of complex and large data sets in order to ensure that recommendations made to the Executive Team for changes to strategy, operational practice and staffing levels are evidence based.
- To conduct service improvement, process and structural reviews providing proposals on any change required to deliver value for the Force.
- To conduct local and national research, identify best practice and adopt a problem solving approach in order to develop innovative solutions to improve service delivery.
- To support and maintain the good image and values of the Force and uphold policies on Quality of Service and Equality of Service and Opportunity.

Note

The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post.

All employees are to comply with confidentiality laid down in the General Data Protection Regulation (GDPR), the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).

All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police.

Person Specification

Essential knowledge, skills, and experience (E)	Desirable knowledge, skills, and experience (D)
Knowledge and Qualifications	
Degree (or equivalent) of a management or research based nature or other relevant subject or extensive experience in the field.	In depth knowledge of local/national policing plans, legislative requirements and quality standards across all aspects of Force delivery
Prince 2 Practitioner management qualification or relevant experience.	Knowledge of change management.
Qualification or training in 'LEAN' process improvement techniques.	MSP programme management qualification or relevant experience.
IT skills (Word, Excel and PowerPoint).	



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Experience of preparing for external inspection processes.	
Experience	
Experience of implementing and managing organisational change projects with demonstrable experience of positively managing and influencing staff or teams resistant to change.	Experience of working with the external partners and outsourced services.
Experience of managing multiple project teams with evidence of achieving quality outcomes.	Experience of managing and developing teams of direct reports.
Experience of successfully working in a highly pressured and demanding environment delivering work to tight timescales.	Experience of successfully influencing and negotiating organisational change and effectively communicating with others to secure support for change.
Experience of analysing budget reports and financial planning models in order to target cashable savings.	
Experience of working with minimum oversight, on own initiative to scope, plan and deliver work programmes to achieve defined outcomes.	
Skills and Abilities	
Excellent inter-personal skills.	Ability to demonstrate continuous personal development.
Ability to use process mapping software to accurately record processes and activities.	A strategic perspective of criminal justice, community safety and partnerships.
Ability to work, with accuracy for sustained periods of time, to undertake analysis and interpretation of complex information.	Knowledge of police legislation, national policies and procedures and quality standards.
Ability to turn complex data into information for action. Ensuring proposals are legislatively compliant.	
Excellent written and verbal communication skills and ability to write clear and concise management reports.	
Ability and confidence to deal effectively with and provide advice/guidance to staff at all levels, including senior officers.	
Ability to work independently and use own initiative.	
Excellent attention to detail with ability to critically analyse and challenge.	



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Excellent time management and decision making skills.	
Ability to cope with high levels of pressure particularly in meeting tight deadlines and high work volumes.	
Able to demonstrate creativity and innovation in problem solving and evidence of using own initiative successfully.	
Ability to plan and prioritise resources effectively.	
Self-motivated but can also be a strong team player.	
Highly competent practitioner in using Microsoft packages such as Excel and Word to accurately input complex data, analyse information for decisions and prepare high quality written reports.	
Other	
Treat all people with dignity and respect.	
Have the stamina and determination to cope with a busy schedule.	
Have a flexible approach to work.	

All applicants who identify themselves on the equal opportunities section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview.

Version Control	
Reason for Version Change	Version date
Change of role title from Corporate Services Team Leader	28.01.20



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Competency and Values Framework (CVF) for Policing: Level 2 – Middle Manager

Competency	Level 2 – Middle Manager
Emotionally aware	<ul style="list-style-type: none"> • I consider the perspectives of people from a wide range of backgrounds before taking action. • I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. • I promote a culture that values diversity and encourages challenge. • I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. • I take responsibility for helping to ensure the emotional wellbeing of those in my teams. • I take the responsibility to deal with any inappropriate behaviours.
Taking ownership	<ul style="list-style-type: none"> • I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. • I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. • I am accountable for the decisions my team make and the activities within our teams. • I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. • I actively encourage and support learning within my teams and colleagues.
Collaborative	<ul style="list-style-type: none"> • I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. • I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. • I understand the local partnership context, helping me to use a range of tailored steps to build support. • I work with our partners to decide who is best placed to take the lead on initiatives. • I try to anticipate our partners' needs and take action to address these. • I do not make assumptions. I check that our partners are getting what they need from the police service. • I build commitment from others (including the public) to work together to deliver agreed outcomes.
Deliver, support and inspire	<ul style="list-style-type: none"> • I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. • I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. • I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. • I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas.



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	<ul style="list-style-type: none"> • I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. • I motivate and inspire others to achieve their best.
Analyse critically	<ul style="list-style-type: none"> • I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. • I think about different perspectives and motivations when reviewing information and how this may influence key points. • I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. • I understand when to balance decisive action with due consideration. • I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. • I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. • I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.
Innovative and open-minded	<ul style="list-style-type: none"> • I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. • I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. • I am flexible in my approach, changing my plans to make sure that I have the best impact. • I encourage others to be creative and take appropriate risks. • I share my explorations and understanding of the wider internal and external environment.

Values	All Levels
Integrity	<ul style="list-style-type: none"> • I always act in line with the values of the police service and the Code of Ethics for the benefit of the public • I demonstrate courage in doing the right thing, even in challenging situations • I enhance the reputation of my organisation and the wider police service through my actions and behaviours • I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations • I am open and responsive to challenge about my actions and words • I declare any conflicts of interest at the earliest opportunity • I am respectful of the authority and influence my position gives me • I use resources effectively and efficiently and not for personal benefit
Impartiality	<ul style="list-style-type: none"> • I take into account individual needs and requirements in all of my action. • I understand that treating everyone fairly does not mean everyone is treated the same • I always give people an equal opportunity to express their views • I communicate with everyone, making sure the most relevant message is provided to all • I value everyone's views and opinions by actively listening to understand their perspective



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	<ul style="list-style-type: none">• I make fair and objective decisions using the best available evidence• I enable everyone to have equal access to services and information, where appropriate
Public Service	<ul style="list-style-type: none">• I act in the interest of the public, first and foremost• I am motivated by serving the public, ensuring that I provide the best service possible at all times• I seek to understand the needs of others to act in their best interests• I adapt to address the needs and concerns of different communities• I tailor my communication to be appropriate and respectful to my audience• I take into consideration how others want to be treated when interacting with them• I treat people respectfully regardless of the circumstances• I share credit with everyone involved in delivering services
Transparency	<ul style="list-style-type: none">• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others• I am clear and comprehensive when communicating with others• I am open and honest about my areas for development and I strive to improve.• I give an accurate representation of my actions and records• I recognise the value of feedback and act on it• I give constructive and accurate feedback• I represent the opinions of others accurately and consistently• I am consistent and truthful in my communication• I maintain confidentiality appropriately

Further detailed information on the CVF can be located by clicking on the following link:

<https://skillsforjustice-ppf.com/competency-values/>