**Performance Development Team Leader (CVF)**

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| **District/Department** | Professional Standard | **Rank/Grade** | Band C |

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| **Role purpose:** | To provide supervision of the Complaints & Investigations Admin Support Team. To oversee the recording, monitoring and finalisation of complaints, conduct and misc. cases using the Centurion database, along with business support functions, typing, secretarial and intercom/reception cover. |

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| **Summary of main duties** | |
| * First level supervision / rostering of admin support staff within the Complaints & Investigations, Professional Standards Dept. (Supervision includes the task prioritisation, working arrangements, performance management, welfare, discipline and development of the allocated staff.) * Responsible for the Duties Desktop and PDR records of the staff. * The management of the Centurion system, (resolving problems, training and implementation & development of upgrades and new applications/tools as they become available), in support of the ASO. * Provide performance information to Police, IOPC, HMIC, Home Office and Police & Crime Commissioner. * Produce reports for management information. * Deal with PSD Freedom of Information requests in a timely manner. * Provide specialist knowledge in the administration of the complaints process and Centurion. * Develop and provide a specialist knowledge of The Police Complaint and Misconduct Regulations 2020 and the IOPC’s Statutory Guidance on the Police Complaints System. Deputise for the ASO. * Recruitment and Selection. * Health and Safety in the allocated areas including Risk Assessment. * Project work commensurate with the grade. * The management of inventories, vehicles, equipment, and/or, accommodation in support of the ASO. * Manage all building requests for the FM portal and security databases as required. * The management of waste, energy or Business Continuity in support of the ASO. * The management of security passes, equipment, phones, Airwave, Lockers and kit lockers. | |
| **Competencies/behaviours** | |
| *Please access the College of Policing website (via Google Chrome) and refer to the* ***Competency and Values*** *for a definition of the values and essential behaviours for each required competency level.* | |
| **Competency** | **CVF Level**  **Level 1 – Practitioner**  **Level 2 – Supervisor/Middle Manager**  **Level 3 – Senior Manager/Executive** |
| We are emotionally aware | 2 |
| We take ownership | 2 |
| We are collaborative | 2 |
| We deliver, support and inspire | 2 |
| We analyse critically | 2 |
| We are innovative and open-minded | 2 |
| **Core values for ALL employees:** | |
| Integrity  Impartiality | Public Service  Transparency |

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| **Experience, Education and Skills:** |
| **Essential:** |
| Experience of using Microsoft applications eg. MS Word, Excel etc |
| Ability to produce accurate performance/management information/reports, using appropriate software/computer systems |
| Ability to develop a comprehensive working knowledge and understanding of the police complaints process and the Centurion database |
| Recent Supervisory experience |
| **Desirable:** |
| Working knowledge of  The Police Complaint and Misconduct Regulations 2020 and the IOPC’s Statutory Guidance on the Police Complaints System. |
| A comprehensive working knowledge of the Centurion database |