**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.
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| **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:** |
| IntegrityImpartiality | Public ServiceTransparency |

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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 |