

## Performance Development Team Leader (CVF)

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
<b>Core values for ALL employees:</b>	
Integrity Impartiality	Public Service Transparency

<b>Experience, Education and Skills:</b>
<b>Essential:</b>
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
<b>Desirable:</b>
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