


ALL NEW ROLE PROFILES MUST BE SENT TO RESOURCING TO BE CHECKED BEFORE ANY ADVERTISEMENT COMMENCES

ROLE PROFILE	Police Complaints Review Officer	
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SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	<p>The police complaints review officer will consider appeals against the findings of qualifying complaints against the police. The police complaints review officer is the final decision maker in relation to complaint reviews acting under delegated authority of the Police and Crime Commissioner and provides for a final opportunity to consider whether a complaint could have been handled better at a local level and, where appropriate, to make recommendations to put things right. The purpose of the role is to provide independence, transparency and accountability in the handling of police complaints and to increase public confidence and satisfaction with the police complaints system principally by:</p> <ul style="list-style-type: none"> • Liaising with members of the public, acting as the single point of contact for appeals lodged against the findings of qualifying complaints against the police. • Liaising with the PCC, Chief Constable (or delegated representatives) and any other interested persons, including the person complained against (if any). • Liaising with the Independent Office for Police Conduct (IOPC). • Identifying and requesting information to undertake the review investigation. • Deciding if the request for a review of the complaint is valid under the relevant legislation and notifying the complainant accordingly. • Conducting the review investigation, considering representations made by the complainant, the person(s) under complaint, the Chief Constable (or their delegated representative), and taking into account all the relevant evidence to determine whether the outcome of the complaint investigation is reasonable and proportionate in accordance with relevant legislation. • Notifying the relevant parties of the outcome of the review, making recommendations on the findings to the Chief Constable (or their delegated representative), having regard to associated legislation, Home Office and IOPC guidance. • Where required, meeting with the complainant to provide the outcome of the review. • Monitoring appeal outcomes, identifying and analysing common themes, trends, issues, drawing conclusions and formulating recommendations for the PCC / OPCC SMT and performance scrutiny leads. • Preparing and presenting review investigation, trend analysis and other reports to the PCC and Chief Constable. • Interpreting and disseminating new legislation and national initiatives as required, developing, maintaining and disseminating relevant knowledge of police complaint and conduct matters.
Role Type/Family	Police Staff

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Grade		Location	Office of the Police and Crime Commissioner, Middlemoor, Exeter.	Vetting Clearance	SC
Medical Assessment	N/A				
Political Restrictions	This role is subject to Political Restrictions.				
Role-Specific Training and CPD to be undertaken.	<ul style="list-style-type: none"> Centurion (Police Complaints system) Development and maintenance of knowledge of police complaint and misconduct legislation. 				

SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE *(For selection purposes)*

Formal Qualifications required	
Essential experience and specialist skills and knowledge	<ul style="list-style-type: none"> Proven investigative skills with extensive experience of managing complex investigations at a senior level either within the Police Service or an organisation with enforcement responsibilities. Thorough understanding of Police Reform/Conduct/Complaints Regulations, or demonstrable evidence of the ability to build relevant knowledge quickly and effectively. Proven ability of interpreting and working in compliance with complex legislation. Effective decision making and problem-solving skills. Excellent interpersonal, negotiation and communication skills in all forms. Ability to formulate a strategic perspective and identify and recommend appropriate action. Ability to plan and prioritise workloads. The relevance and application of EDHR, FOI and Data Protection laws
Essential Behavioural Competencies	<ul style="list-style-type: none"> Community and customer focus Effective communication Respect for race and diversity Problem solving Negotiating and influencing Personal responsibility

SECTION 3: BEHAVIOURS

BEHAVIOURS

LEADING THE WAY

Negotiation and influencing

A Persuades and influences others using logic and reason. Sells the benefits of the position they are proposing and negotiates to find solutions that everyone will accept.

Respect for race and diversity

A. Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, always treating them with dignity and respect. Understands and is sensitive to social, cultural and racial differences

LEADING PEOPLE

Effective communication

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B Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Checks for understanding.

LEADING THE ORGANISATION

Community and Customer Focus

B Sees things from the customer's point of view and encourages others to do the same. Builds a good understanding and relationship with the community that is served.

Problem solving

B Gathers information from a range of sources to understand situations, making sure it is reliable and accurate. Analyses information to identify important issues and problems. Identifies risks and considers alternative courses of action to make good decisions.

PERSONAL QUALITIES AND VALUES

Personal responsibility

A Readily accepts responsibility for self and others. Takes responsibility for managing situations and problems. Leads by example, showing a commitment and a determination to succeed. Continues to learn and develop.