**Cumbria Office of the Police Fire and Crime Commissioner**

# JOB PROFILE

Job Title: **Office Manager**

Department: Office of the Police, Fire and Crime Commissioner

Pay scale: 6 (£32,247 to £34,329)

Reports To: Chief Executive

Location Headquarters, Penrith

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| All employees must ensure compliance with Health and Safety Policy, and all other relevant statutory Health and Safety legislationThis job profile may not detail some less major duties allocated to the post holder, nor cover duties of a similar nature, commensurate with the grade, which may from time to time be reasonably required by the relevant manager. |

This is a politically restricted post and reference should be made to the Office of the Police Fire and Crime Commissioner’s politically restricted post policy.

# **JOB PURPOSE**

The post holder is responsible for:

* Providing an effective and efficient office management service to the Police, Fire & Crime Commissioner.
* Providing organisational support consistent with overall strategy and business plans to ensure optimum use of available resources.
* Ensuring a professional and skilled OPFCC team are equipped to support delivery of the Police, Fire and Crime Commissioner’s priorities.

# **PRINCIPAL ACCOUNTABILITIES**

* Organise and manage office operations and procedures to ensure organisational effectiveness and efficiency.
* To be responsible for the day-to-day administration of governance arrangements within the OPFCC including risk management, integrity protocols, health and safety, equality and diversity, disclosure and information management, Codes of Conduct, enabling the OPFCC to be compliant with legislation. Ensuring risks relating to any of these areas of business are identified and appropriate mitigation is put in place.
* Manage a small team delivering a range of professional and administrative support services to the Commissioner, Senior Staff and staff within the OPFCC.
* Develop and support the OPFCC ways of working, ensuring a healthy and productive work environment including through staff access to appropriate technology and office facilities.
* Develop an effective relationship with Cumbria Constabulary HR Department, utilising their expertise effectively as required; and enable HR matters for the OPFCC to be co-ordinated.
* Ensure that the OPFCC is fully compliant with the equality duty and other legal requirements within its policies and practices.
* Support the implementation of an Information Strategy consistent with Data Protection and Freedom of Information legislation to facilitate appropriate access to and the sharing of information.
* Ensure line managers are supported to maintain HR records within the OPFCC, including leave, vetting, training, staff development and sickness absence records.
* Undertake any specific research or project work as required by the Chief Executive or Chief Finance Officer.
* Maintain professional awareness and horizon scan for future developments, with a commitment to own personal and organisational professional development.

This list of duties is not restrictive or exhaustive and the postholder may be required to carry out duties from time to time that are either commensurate with/or lower than the grade of the post.

### DIMENSIONS

* The post holder will be responsible to the Chief Executive
* The post holder will need to maintain effective relationships with senior HR, IT Finance staff and other support service personnel within Cumbria Constabulary and Cumbria Fire and Rescue Service.
* Have strong attention to detail and ability to manage a diverse and fast-paced portfolio of work.
* Have highly effective communication and negotiation skills and be capable of working at all levels of an organisation to deliver against priorities.
* Actively manage problems and seeks resolutions before they become issues. Take decisions and present solutions when a problem arises.
* The post is full-time and operates largely within office hours but there is an occasional requirement to attend meetings/conferences with an overnight stay.

**Framework and Boundaries**

The post holder will:

* Work directly with the Police, Fire & Crime Commissioner and Executive Team to effectively manage OPFCC office operations, as well as providing high quality professional support and advice to staff.
* Seek out best practice from other OPFCC, Constabularies and Fire & Rescue Services and will work within national regulatory and legislative requirements and frameworks.
* Working as part of the wider Office of the Police, Fire & Crime Commissioner team, proactively making the links with other areas of policy and governance work, contributing to the management of business support services.

### KEY FEATURES

**Important Working Relationships**

* The Police, Fire and Crime Commissioner (and Deputy Commissioner, if appointed)
* OPFCC Chief Executive, Chief Finance Officer, Head of Estates, Head of Legal
* All other OPFCC Staff
* Constabulary and Fire & Rescue Service support personnel
* Members of the Constabulary at all levels – Chief Officers, police officers and police staff
* Members of Cumbria Fire and Rescue Service at all levels including Chief Officers and employees.
* Public, Third Sector Partners and Criminal Justice agencies.
* Home Office.
* Ministry of Housing, Communities and Local Government.
* Representatives of the community, partner agencies and local authorities including Police, Fire and Crime Panel
* Other Police and Fire & Rescue Service Organisations (for example OPFCCs, the Association of Police and Crime Commissioners, National Fire Chiefs Council).

**Major Challenges**

* The post holder has the key role in ensuring that the Office of the Police, Fire and Crime Commissioner is organised in a timely and effective manner to meet legislative and procedural requirements.
* The post holder must be competent in working within a diverse skill base and will be expected to be innovative in continuously delivering solutions to business service problems.
* Keeping abreast of current changes to legislation as part of police and fire service reforms, ensuring the Police, Fire and Crime Commissioner and its officers are kept fully informed of proposed implemented changes.

**ORGANISATION CHART**

Agreed by Post holder: Date:

Line Manager: Date:

**Cumbria Police, Fire and Crime Commissioner**

**Person Specification: (e) essential, (d) desirable**

**Post:**  **Office Manager**

Experience, Knowledge, Skills & Competences

* Proven experience of managing a busy office, the ability to complete tasks under own initiative or direct others; with good judgement and problem-solving ability (e)
* Previous experience of providing support at an executive level to senior elected representatives and working in a confidential environment (e)
* Experience of supervising support staff (e)
* Proven HR generalist experience in a medium sized organisation (d)
* Evidence of building credibility and relationships at senior management level to provide strategic and reputational advice based on professional expertise. (e)
* Strong verbal, written, listening, interpersonal and negotiating skills including the ability to influence at a senior level (e)
* Proven experience of utilising Microsoft Office IT systems and products (e)
* A team player willing to be flexible with a positive work ethic (e)
* Acts with professionalism and integrity; in line with values, ethical standards and codes of corporate governance (e)
* An ability to demonstrate personal commitment to equality and diversity. (e)
* Successful experience and/or knowledge within a local authority, policing or relevant public or voluntary sector organisation (d)
* Experience of partnership working and challenging outcomes. Experience of conflict resolution. (d)
* Knowledge of the role, policies, legislation and strategies of the PFCC (d)

Education and Training

* Educated to A-Level or equivalent or demonstrable relevant experience (e)
* IT literate in common applications such as Microsoft (e)
* Evidence of continuous professional development (d)

Circumstances

* Ability to work flexibly and out with normal office hours (e)
* Current driving license (d)
* Flexibility to travel, both within and outside the County, as reasonably required (e)