



Independent
Office for
Police Conduct

Appointment of

Deputy Director, Communications & Engagement

January 2025

OBPWC

Saxton Bampfylde

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About the Independent Office for Police Conduct

We are the Independent Office for Police Conduct, the police complaints watchdog that oversees the police complaints system in England and Wales. We investigate the most serious matters, including deaths following police contact and we set the standards by which the police should handle complaints.

We are independent, which means that our decisions are made entirely independently of the police and government. Our vision is for everyone to be able to have trust and confidence in policing.

To achieve this, we use our learning and recommendations from our work to promote high standards of professionalism and accountability in policing. Our evidence-based approach drives improvements in policing practices, for the benefit of the public and the police.



Our Mission and Vision

Mission

Our mission is improving policing by independent oversight of police complaints, holding police to account and ensuring learning effects change

Vision

Our vision is that everyone is able to have trust and confidence in the police

Objectives

Awareness and confidence

Accountability

Leading improvement

Performance

What we hope to achieve

People know about the complaints system and are confident to use it

The complaints system delivers evidence-based, fair outcomes which hold police to account

Our evidence and influence improves policing

An organisation that delivers high performance

Our Values

We work in the context of our agreed values which inform the way we do things at the IOPC. The Deputy Director, Communications and Engagement will need to be committed to managing in the context of these values.



Seeking truth

We feel privileged to be the custodians of the police complaints system. We value the trust of the public and police and commit to being just and fair in uncovering the truth. We recognise that a just outcome relies on being unbiased and transparent in getting to the truth of what happened.



Being inclusive

We have an inclusive culture. We are fair and impartial in our treatment of all individuals. We work across boundaries, both internal and external, collaborating and building strong relationships.



Empowering people

We believe everyone should be a leader and play a part in shaping the direction of the organisation. We provide a supportive and challenging environment where people can thrive and reach their potential. We trust our people to do the right things. We encourage calculated risk taking and evidence-based decision making. Where genuine mistakes are made, we will support people and identify opportunities for learning and improvement. We ensure that people can make complaints without experiencing unfair treatment.



Being tenacious

Our work requires us to be bold, resilient and committed to making a difference to the public. We take our duties as public servants to heart and our dedication is reflected in our work. We meet the challenges with perseverance to attain individual and organisational goals.



Making a difference

The value of our work is not defined solely by volume, but by the impact our work has on policing and public confidence. We define quality by how well our work meets the service user needs. We will focus our efforts on areas that will make a difference to our communities.

The IOPC is committed to promoting **equality and valuing diversity** in everything we do. Our vision is to be, and to be seen as, a leader in inclusive employment and services, demonstrating this ethos in everything that we do.

- As a silver standard Stonewall employer, we continue to commit ourselves to being a LGBTQ+ employer through the work of our Pride LGBTQ+ Staff Network, creating welcoming environments for lesbian, gay, bi and queer people.
- We are pleased to share we are a signatory of the Business in the Community Race at Work Charter. The Charter is composed of seven calls to action for leaders and organisations across all sectors.
- Being a Disability Confident employer, the IOPC is dedicated to removing the barrier for disabled people to thrive in the workplace.
- Our Staff Networks are constantly working to make the IOPC the leaders of inclusive employment, from our Allyship Programme to Operation Hotton, to Welsh Language Standards and Know the Line Policy, we are constantly seeking new ways to create an environment for all to develop and thrive.



“Our mission is improving policing by independent oversight of police complaints, hold police to account and ensure learning effects change”

The Role

As the IOPC Deputy Director, Communications & Engagement, you will be welcomed into a dynamic and inclusive senior management team. The IOPC is on a journey to develop its culture, perspectives and ethos to support the organisation's core outcomes, and this is your opportunity to enter the varied world of the IOPC allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

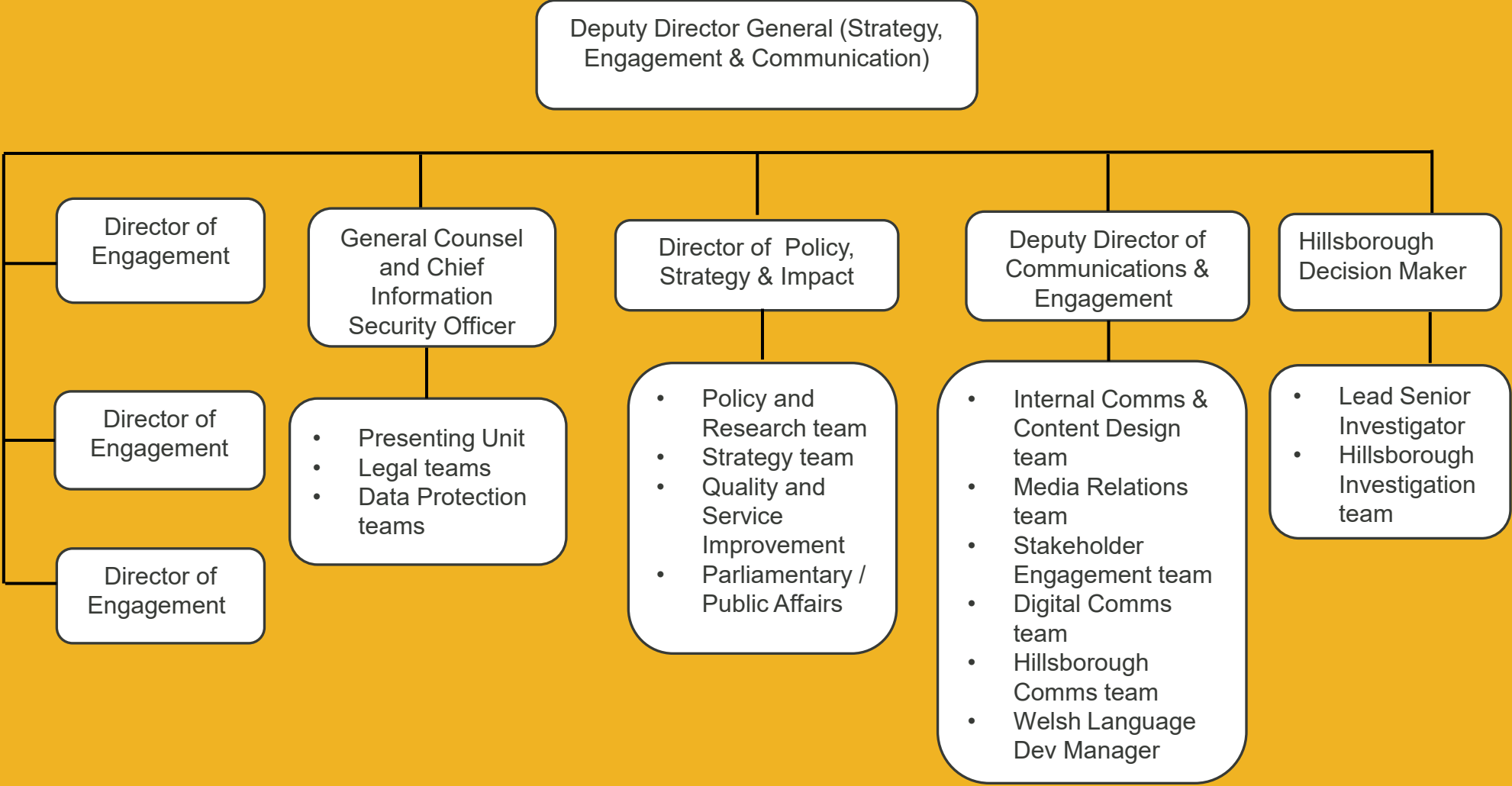
You will be working directly with the Deputy Director General (Strategy, Communications and Engagement), setting and delivering the IOPC Communications and Engagement Strategy.

You will lead highly professional teams in Communications, Media Relations and Stakeholder Engagement. Together you will:

- Set and deliver the IOPC Communications and Engagement Strategy and plans.
- Act as the senior professional expert and advisor to the IOPC senior team, on all communications and engagement matters.
- Be a key player in developing and engaging others in the IOPC transformation story.
- Lead on meaningful and high-impact engagement activity with communities and stakeholders, building confidence in the police complaints system.
- Lead on pro-active and re-active media relations across both operational and corporate matters.
- Deliver internal corporate communications, reaching and engaging approximately 1000 colleagues in the varied world of IOPC business.
- Further develop the IOPC 'identity and voice' through the website, social media, marketing, events and branding.



Strategy, Engagement & Communications Organogram



Main Duties & Responsibilities

Leadership & Management:

- Take a key leadership role in driving organisational transformation through developing our story and vision.
- Provide inspirational leadership that promotes equality, diversity, and inclusion.
- Lead and manage a diverse, nationally spread large team of communications and engagement professionals, ensuring high performance, quality and impact.
- Ensure collaboration and integration of communications across all IOPC directorates and teams to build a cohesive and unified narrative for the organisation.
- Manage budget and resources efficiently and effectively, ensuring value for money, return on investment and compliance with financial instructions.
- Demonstrate values-based leadership behaviours.
- Deputise for the Director as required.

Delivery:

Overall responsibility for influencing, setting and delivering strategic communication and stakeholder engagement strategies for the IOPC. Delivering influential and high impact work that improves public confidence in the police complaints system by:

Communications:

- Provide strategic and tactical communications advice to the Director General, Unitary and Management Board and the wider senior team.
- Setting and delivering strategies that enable the IOPC to communicate its vision and role both internally and externally.
- Work closely with the Strategy, Policy and Impact Team to ensure there are close synergies and alignment of public affairs activity.
- Provide timely and good quality media support to the organisation and in particular the Operations function on a 24/7 basis
- Provide effective two-way communication and engagement with staff, in particular to engage them in delivery of the strategic plan, embedding our values and cultural change to achieve transformation.
- Provide a high-quality corporate communication service covering publications, marketing, events management, editing etc.
- Develop and deliver a digital communication strategy which maintains and develops our external and internal websites and use of social media to deliver the IOPC aims.
- Ensure that we have clear, relevant, user friendly policy and guidance on matters such as house style, branding etc. and that their use is supported.
- Tracking and reporting analytics on communications and engagement campaigns, ensuring continuous improvement and impact.

Main Duties & Responsibilities

Engagement

- Provide strategic and tactical advice on matters relating to community and stakeholder engagement, sometimes in high profile, politically sensitive situations involving the public and the police.
- Set and deliver organisational strategies for effective engagement with stakeholders, communities, key influencers and critics.
- Ensure a consistent, effective and joined up approach to stakeholder engagement to raise awareness of and confidence in the IOPC and wider complaints system
- Be the primary delivery partner to Directors of Engagement, enabling them to:
 - Drive change and improvement in policing
 - Hold the police to account
 - Build in-depth understanding of local and community issues affecting policing and the public.
 - Positively represent the IOPC across wide ranging media events and activities
- Champion and develop the IOPC Youth Panel and External Stakeholder Reference group.
- Capture stakeholder intelligence and insights and use this to inform the development of Strategic objectives, business plans and operational improvements.
- Drive public confidence with a focus on low-confidence groups, advocacy organisations and policing stakeholders to raise the profile and understating of the work of the IOPC.

Corporate Responsibility:

- Contribute to delivery of the IOPC strategy through proactive involvement with specified Boards, Groups and Committees.
- Set the strategic direction of communications and stakeholder engagement activity across the whole organisation.
- Stay up to date with industry trends and deliver strategic and tactical approaches to ensure the IOPC is current and relevant in this field.
- Ensure high integrity and transparency in the use of public money.
- Hold Information Asset Owner responsibilities.
- Manage/contribute to the management of corporate risks associated with communications and engagement.
- Role model the IOPC values.

Decision Making:

- Delegated decision making from Deputy Director General (Strategy, Engagement & Communications) in relation to communications and engagement matters.
- Endorsing and communicating corporate decisions and strategic developments on behalf of Unitary and Management Board.

Cultural Competence, Equality, Diversity & Inclusion:

- Pro-active and committed to equity, diversity and inclusion.
- Demonstrate cultural competence when interacting with all stakeholders.



We're the
police
complaints
watchdog.

**We are not
the police**

We're
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Person Specification

Experience

- Extensive experience of professional, senior level communications leadership in an organisation with a high public profile and a track record of advising at a senior level.
- Extensive experience of leading approaches to media engagement in a high profile, complex and politically sensitive organisation.
- Experience of leading stakeholder engagement strategies, with proven success of having impact with communities and the public.
- Understanding of wider social, economic and political issues impacting public sector organisations.
- Experience of ensuring equality and diversity is an integral part of communications activity with a track record of leading, developing and motivating diverse communications teams.
- Experience of managing a budget and adhering to procurement guidelines.
- Degree or similar qualification in communications/engagement/public affairs – or equivalent professional experience.

Skills and Abilities

- Highly developed communications skills through speaking, presenting, drafting, reporting and engaging with a wide variety of audiences internally and externally.
- Strong interpersonal and relationship building skills to work effectively with diverse, cross-functional teams and to establish trust and credibility with stakeholders.
- Proven ability to develop and deliver high quality and innovative strategic communications and stakeholder engagement campaigns internally and externally across a range of channels with a track record in evaluation to ensure efficient and effective use of resources.
- Adaptability and flexibility in response to changing technology and the communications and engagement landscape.
- Managing multiple and competing priorities, deadlines and conflicts in a dynamic and fast paced environment.
- A finger on the pulse and a future focus across digital media and social media.
- Proven ability to translate complex and sensitive information and communicating it effectively and appropriately to a range of audiences
- Well-developed Influencing and negotiation skills.

Terms of Appointment

Reports to: Deputy Director General (Strategy, Engagement & Communications)

Location: Any IOPC Office Location

Grade: 17

Salary: £81,000 (London weighting of £4986 if applicable) - higher salary may be available for an exceptional candidate.

Contract: Permanent

Working conditions:

Making the IOPC a great place to work is one of our key priorities. We are pleased to offer a unique hybrid working model based on business needs, balanced with the needs of our colleagues.

The IOPC is making changes to our hybrid working policy which will require all staff to work 20% of their contractual hours at their office base (or another office for business reasons) from 1 September 2024 and increased to 40% from April 2025. Office attendance time includes in-person training, meetings with stakeholders and families, and attending events.



Working at the IOPC

Disability Confident Scheme

The IOPC is a committed Disability Confident Employer and as such, operates a Guaranteed Interview Scheme (GIS) for candidates. We are committed to interviewing all applicants with a disability who provide evidence of meeting the essential requirements necessary for the post, as set out in this applicant pack.

To be eligible, your disability must be within the definition laid down in the Equality Act 2010. A disabled person is defined by the Act as someone who has a physical or mental impairment, which has a substantial and long-term effect on their ability to perform normal

day-to-day activities. For the purposes of this recruitment, these words have the following meanings:

- ‘Substantial’ means more than minor or trivial,
- ‘Long-term’ means that the effect of the impairment has lasted, or is likely to last, 12 months (there are special rules covering recurring or fluctuating conditions),
- ‘Normal’ day-to-day activities include everyday things like eating, washing, walking, and going shopping.

Should you consider yourself eligible to apply for this role under the Guaranteed Interview Scheme, please ensure you fill in the appropriate section of the diversity monitoring form.

Reasonable adjustments

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used. We are open to providing you with the tools you need to succeed, from extra time to formatting changes, to name a mere few. If you require any reasonable adjustments to our recruitment process, please email Maria.Dodson@saxbam.com.

Preparation checklist

- Review the full job description
- Review the behaviours and the descriptors for each behaviour
- Review the Strengths dictionary
- Review the IOPC values
- Consider your Strengths (if applicable)
- Consider drafting example answers that cover the specific elements
- Prepare some questions to ask the interviewers

How to Apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to the Independent Office for Police Conduct on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **OBPWC**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring* form.

The closing date for applications is noon on **Friday 14th February**.

* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.



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