

JOB DESCRIPTION

Job Title: Director of Service Delivery	
Job Family: Business Support	Role Profile Title: BB5 Police Staff
Reports To: Chief of Staff	Band level: 5M
Staff Responsibilities (direct line management of): Head of Service Delivery, Head of Governance and Compliance, Communications and Engagement Manager	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: provide strategic leadership across the OPCC in relation to service delivery, to provide a high quality, adaptable, flexible, and sustainable support service enabling the PCC to effectively discharge their statutory responsibility to represent the needs of the communities across the Thames Valley, building strategic relationships across services.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspects of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Lead, motivate, engage, and develop the OPCC Service Delivery directorate. Act as a strategic point of direction, consultancy and contact to contribute to the overall development of OPCC delivery plans to ensure the PCCs strategic priorities are delivered in the most efficient and effective way. Accountable for ensuring delivery plans clearly align to strategic plans and business cases approved by the Senior Leadership Team. Build strong working relationships with the Chief Constables Management Team (CCMT) to enable effective project delivery by clearly defining success criteria for collaborative projects.

2. Hold the strategic responsibility for ensuring accountability and responsibility is clearly defined within all delivery plans to enable effective performance monitoring of all projects being delivered within OPCC. Work closely with the Chief Finance Officer and Head of Governance to ensure all delivery plans are financially viable and in line with the statutory legislative requirements and governance arrangements. Responsible for ensuring the effective discharge of the PCC's local, regional and national functions, e.g. support, as appropriate, for the PCC's role on national and regional Association of PCCs (APCC) boards and working groups, etc.

3. Act as a strategic point of direction, consultancy and contact regarding Service delivery matters to the PCC, Chief Officer Group, Senior Leadership Team, and other key stakeholders to support them in their planning and decision making. Accountable for delivery of a complex set of project outcomes ensuring inter-dependencies, risks, issues, budgets and resources across their portfolio are appropriately balanced from a strategic perspective ensuring a systems leadership approach is deployed. Responsible for ensuring any significant issues

impacting on delivery of projects are escalated to the Chief of Staff and Chief Finance Officer. Act as Senior Responsible Owner for projects being delivered within OPCC. Provide in-depth expertise and advice on the operational viability of proposed strategic priorities and policy objectives.

4. Advise the PCC, OPCC, TVP and stakeholders on issues in relation to the quality of service provided to the public and the effective management of operational threat, harm, risk, and safeguarding concerns. Work with Senior Leadership Team ensuring lessons learned and service improvements are implemented operationally across the OPCC. Work in partnership with other agencies, TVP, and internal OPCC teams to ensure operational delivery plans are aligned strategically across complex organisations and will improve efficiency and capacity to protect the public. Continually develop PCC funded services through horizon scanning, needs assessment, demand management and seeking out new opportunities, in consultation with the Director of Strategy and Performance.

5. Lead strategic relationships and activities relating to service delivery of the PCCs strategic plan including Victims' Services, and Violence Prevention Partnership. Manage complex issues and relationships with strategic partners within Criminal Justice, wider public sector organisations and community service providers. E.g. Community Safety Partnerships; Youth Offending Team (YOT) Boards, Health and Wellbeing Boards, and Local Authorities.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

Delegated budget responsibility in line with Joint OPCC and TVP Governance Framework

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Substantial experience in a leadership role with the proven ability to lead and manage multiple, large, diverse and complex teams. Skilled in coaching and mentoring to enable appropriate career and professional development.	E
2. Excellent communication skills with the proven ability to collaborate, negotiate and influence at all levels. Strong relationship-building skills to foster collaboration with internal and external partners.	E

3. Experience of being accountable for Service Delivery at a senior level in a large organisation with a proven track record of delivering improvements in service while managing and working under budget or other constraints.	E
4. Knowledge of budgeting, financial planning, and resource management with experience in ensuring financial viability and compliance with statutory requirements.	E
4. Able to operate with political astuteness and able to understand how to challenge the status quo most effectively.	E
6. Ability to travel across the Thames Valley geography.	E
7. Programme and / or Project Management qualification or equivalent experience.	E
8. Level 7 Leadership and Management (or a willingness to work towards).	D
9. Systems Leadership knowledge.	D