



Resolution Team Advisor

Service Unit	Police and Crime Commissioner for Cleveland
Team	OPCC Resolution Team
Responsible to	Resolution Team Advisor
Scale and Salary Range	Scale 5 / 6
Vetting Status	MV
Politically Restricted	Yes
CVF Level	Level 2

Job Purpose

To provide an excellent customer service on behalf of the Officer of Police & Crime Commissioner for Cleveland in respect of early resolution of police complaints and community concerns that are brought to the attention of the Commissioner's Officer by Cleveland residents. To be professional and courteous at all times.

To maintain regular and meaningful contact with complainants who have expressed dissatisfaction with Cleveland Police, and to provide rapid resolution to their concern by means of explanation, further information, advice, apology or to refer the matter for formal investigation.

To independently manage a caseload of police complaints and casework. To take a reasonable and proportionate approach and provide early acknowledgement and engagement with members of the public, understanding their expectations, gathering information and assessing the facts and circumstances of their complaint or concerns, in line with supervision and role requirements.

To ensure the delivery and resolution of public complaints of the OPCC and Cleveland Police meets customer service excellence standards. To provide to members of the public: explanation; information; support referrals; and apologies where appropriate.

To work in conjunction with the Team Leader to identify complaints and community concern themes, collate feedback that will be of use to the police, and to provide learning points that will develop and improve policing in Cleveland.

To record and refer formal police investigations to the Department for Standards & Ethics in Cleveland Police, where there are grounds for doing so.



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Principal Duties and Responsibilities

Excellent Customer Service:

Providing a high-quality, accessible customer service function for expressions of dissatisfaction (complaints) against the police, compliments, dealing with all external and internal customer contacts professionally, efficiently and confidentially with care and integrity, providing a polite, measured and effective initial response and ongoing customer liaison.

To identify and assist customers who need reasonable adjustments, brokering assistive options where needed, for instance, through referral to support services, organising home visits, hearing or visual impairment assistance technology, translation support etc.

Dealing with police complaints (expressions of dissatisfaction) and compliments:

To case manage and be responsible for a caseload in line with internal and legislative requirements, ensuring that a high-quality customer service standard is delivered. To be responsible across the lifecycle of cases, administering and maintaining customer support, across a range of possible outcomes for the customer, so that organisational interaction with the public is viewed positively and professionally, including:

- To make initial contact with customers and undertake accurate and appropriate assessment of the complaint in a timely manner, logging all key issues and securing any evidence as necessary.
- To determine suitability for service recovery, provide resolution to the complaint or concerns, or signpost for the appropriate service, or escalate for formal investigation.
- To delivery effective service recovery by establishing the facts of the customer's complaint or concerns in line with policy, procedure and legislation. To log all actions and decisions, monitor progress and undertake all identified actions, progress case resolution, and maintain excellent service standards during customer contact, including regularly updating the customer.
- Where service recovery is not possible, to ensure complaints are correctly categorised, recorded and appropriately escalated to the Force for formal investigation, in line with legislative requirements, maintaining responsibility for regularly updating the customer as necessary.
- To ensure all responses are clear, concise and accessible and that they uphold the principle of transparency by explaining investigative actions, producing clear findings and conclusions, answering all questions appropriately, and detailing any consequent actions or recommendations.
- Exercise a high level of autonomy in reaching decisions on cases based on the evidence but to seek supervision where needed.
- Provide briefings to managers on cases as required.



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Organisational Learning

- To maintain transparent and professional working relationships with colleagues from the Force in different departments to deliver effective service recovery to the benefit of customers and the organisation, ensuring that organisational learning is identified, relayed and tracked.
- To contribute to caseload analysis and high-level trend reporting to monitor compliance with service standards.
- To identify and recommend appropriate actions, solutions and innovations, and implement action plans and attend working groups or performance meetings to provide management information as required, to improve customer service and interactions between the public and their Services.

Other

- Be responsible for attending and keeping up to date with training, legislative changes, and policy and procedure developments to maintain exemplary customer service.
- To manage all contact and records in accordance with General Data Protection Regulation (GDPR).
- Work collegiately with team members, and other colleagues, gathering and sharing best practice.

You will be working in a public office and are expected to uphold the highest standards of personal integrity and conduct, abiding by the Nolan Principles of Standards in Public Life.

Note

The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post.

All employees are to comply with confidentiality laid down in the Data Protection Act 2018, the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).

All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within the Office for the Police and Crime Commissioner.



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Person Specification	
Essential knowledge, skills, and experience (E)	Desirable knowledge, skills, and experience (D)
Knowledge and Qualifications	
Knowledge of distinct roles of police forces and Police and Crime Commissioners	An understanding of key partnerships which impact on the complaints process.
Knowledge of handling of complaints against police	Knowledge of: <ul style="list-style-type: none"> • Knowledge of Police (Complaints and Misconduct) Regulations 2020. • Knowledge of Police Reform Act 2002. • Knowledge of Police and Criminal Evidence Act 1984 and Codes of Practice under this Act. • Knowledge of IOPC Statutory Guidance. • Knowledge of Relevant Police Procedures and Policies. • Knowledge of Disclosure Procedures (Criminal Procedures and Investigation Act 1996). • Knowledge of Exhibit Continuity. • Understanding of the impact of the Human Rights Act on the organisation and the role that you undertake. • Knowledge of the Police complaints process and how complaints are categorised. • Good understanding of Data Protection, Equality Act and FOI legislation. •
Experience	
Working in high demand customer focussed environment, managing a caseload	
Helping and supporting vulnerable people,	Track record that demonstrates good interpersonal skills and commitment to delivering good public service
Customer engagement and liaison, to gather key information, and understand and managing customer expectations	Proven track record of resilience, maintaining objectivity and professionalism across a range of situations
Proven ability to accurately record, and report upon events in a clear and concise manner in both an oral or written format.	



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Experience of overcoming problems and actively finding solutions.	
Experience of working with internal and external partners and building effective relationships.	Track record of having worked with criminal justice or community safety partners
Skills / Abilities	
Resilience when dealing with challenging and emotional situations	
Good verbal and written communication skills	
Good working familiarity with Microsoft Office, Teams, and use of databases	Receptive to new technology and use of innovative investigation techniques.
Good organisational and prioritisation skills	
Ability to make effective decisions.	
Ability to demonstrate confidence, assertiveness and yet remain sensitive as appropriate.	Excellent communication skills with the ability to brief senior members of staff in relation to investigations
Ability to plan and prioritise resources and time effectively in order to deliver good service and meet deadlines.	
Ability to delegate and manage tasks/time management.	
Ability to articulate the rationale behind decision making	
Excellent interpersonal skills with an ability to communicate at all levels	
Able to work successfully as part of a team.	
Ability to operate and maintain local and national computerised databases in order to contribute to the collection, collation and dissemination of information.	



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Other	
Maintains highest standards of confidentiality and integrity.	
Hold a full driving licence and have access to a motor vehicle for business use	
Able to operate effectively with a minimum of supervision	
Flexible approach to working arrangements to meet the needs of the role.	

All applicants who identify themselves on the equal opportunities section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview.

Version Control	
Reason for Version Change	Version date
Placed on new template	June 2021
Re-write of purposes, duties and person specification (no change to roles and responsibilities)	September 2021



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Competency and Values Framework (CVF) for Policing: Level 2 – Middle Manager

Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing's Competency and Values Framework for Policing (2017). A candidate's behaviours/values will be measured at interview.

Competency	Level 2 – Middle Manager
Emotionally aware	<ul style="list-style-type: none"> • I consider the perspectives of people from a wide range of backgrounds before taking action. • I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. • I promote a culture that values diversity and encourages challenge. • I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. • I take responsibility for helping to ensure the emotional wellbeing of those in my teams. • I take the responsibility to deal with any inappropriate behaviours.
Taking ownership	<ul style="list-style-type: none"> • I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. • I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. • I am accountable for the decisions my team make and the activities within our teams. • I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. • I actively encourage and support learning within my teams and colleagues.
Collaborative	<ul style="list-style-type: none"> • I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. • I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. • I understand the local partnership context, helping me to use a range of tailored steps to build support. • I work with our partners to decide who is best placed to take the lead on initiatives. • I try to anticipate our partners' needs and take action to address these. • I do not make assumptions. I check that our partners are getting what they need from the police service. • I build commitment from others (including the public) to work together to deliver agreed outcomes.
Deliver, support and inspire	<ul style="list-style-type: none"> • I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. • I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. • I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support.



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	<ul style="list-style-type: none"> • I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. • I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. • I motivate and inspire others to achieve their best.
Analyse critically	<ul style="list-style-type: none"> • I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. • I think about different perspectives and motivations when reviewing information and how this may influence key points. • I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. • I understand when to balance decisive action with due consideration. • I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. • I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. • I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.
Innovative and open-minded	<ul style="list-style-type: none"> • I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. • I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. • I am flexible in my approach, changing my plans to make sure that I have the best impact. • I encourage others to be creative and take appropriate risks. • I share my explorations and understanding of the wider internal and external environment.

Values	All Levels
Integrity	<ul style="list-style-type: none"> • I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. • I demonstrate courage in doing the right thing, even in challenging situations. • I enhance the reputation of my organisation and the wider police service through my actions and behaviours. • I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. • I am open and responsive to challenge about my actions and words. • I declare any conflicts of interest at the earliest opportunity. • I am respectful of the authority and influence my position gives me. • I use resources effectively and efficiently and not for personal benefit.
Impartiality	<ul style="list-style-type: none"> • I take into account individual needs and requirements in all of my action. • I understand that treating everyone fairly does not mean everyone is treated the same. • I always give people an equal opportunity to express their views.



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	<ul style="list-style-type: none"> • I communicate with everyone, making sure the most relevant message is provided to all. • I value everyone's views and opinions by actively listening to understand their perspective. • I make fair and objective decisions using the best available evidence. • I enable everyone to have equal access to services and information, where appropriate.
Public Service	<ul style="list-style-type: none"> • I act in the interest of the public, first and foremost. • I am motivated by serving the public, ensuring that I provide the best service possible at all times. • I seek to understand the needs of others to act in their best interests. • I adapt to address the needs and concerns of different communities. • I tailor my communication to be appropriate and respectful to my audience. • I take into consideration how others want to be treated when interacting with them. • I treat people respectfully regardless of the circumstances. • I share credit with everyone involved in delivering services.
Transparency	<ul style="list-style-type: none"> • I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. • I am clear and comprehensive when communicating with others. • I am open and honest about my areas for development and I strive to improve. • I give an accurate representation of my actions and records. • I recognise the value of feedback and act on it. • I give constructive and accurate feedback. • I represent the opinions of others accurately and consistently. • I am consistent and truthful in my communication. • I maintain confidentiality appropriately.

Further detailed information on the CVF can be located by clicking on the following link:

<https://www.college.police.uk/career-learning/career-development/competency-and-values-framework-cvf>