



PAY & GRADING - JOB SPECIFICATION

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner: Amanda Scrivens 51364

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Performance and Compliance Manager
Generic Role Profile:	Technical
Salary Band:	Band D
Operational / Non Operational Role	non operational
Vetting Level:	RV & CTC
Reporting to:	Head of Quality and Compliance
Specific Role Purpose:	To manage Forensic Services Department (FSD) and the wider force area (where appropriate) on areas of performance and compliance data. Ensuring the legal and ethical integrity of West Midlands Police, through policy enforcement and programme planning. To ensure that compliance with the rules and regulations around protection of Freedom Act (PoFA), Management of police information (MoPI) General Data Protection Regulation (GDPR), disclosure, contamination elimination database (CED), police elimination database (PED), local policies, and producing performance data, reporting on performance, measuring against set standards. This role will involve working closely with FSD colleagues and where appropriate liaising with other managers, team leaders and staff throughout the organisation to plan, monitor and review the performance contribution to the organization ensuring performance and service levels are maintained and identify areas for improvement. This role will oversee conformance to all Service Level Agreements as documented within the FSD Quality Management System that will be delivered through the FSD Performance Framework approved by the WMP Crime

	Portfolio. To act as appropriate authority on behalf of the Senior Leadership Team on the handling of complaints, misconduct and gross misconduct cases. To support and represent West Midlands Police with regards to the contract management of external providers, ensuring we receive a value for money and quality service. By reporting to the Head of Quality and Compliance this role will enhance the stakeholder engagement and interdependent business links between Forensics, Investigation and Intelligence and implement new ways of working (technological innovation) that will ensure the continuous improvement in the contribution of forensic outcomes to detections and convictions.
Key Responsibilities:	• To ensure continued service delivery to promote increased credibility and reputation of the department. • Monitoring performance by working with colleagues and setting performance expectations and goals for teams and individuals to channel their efforts toward achieving organisational objectives. • Gathering relevant data and producing reports. • Making suggestions for changes and improvements and how to implement them • Reviewing customer requirements and making sure they are met • To be responsible for the assessment of performance & SLA's of all forensic functions in partnership with Force Intelligence and in particular to oversee the forensic outcome contribution to detections on behalf of the Crime Portfolio. • Representation at both local and force meetings and Quarterly Performance Reviews relating to forensic contributions to outcomes. • To support and work with the senior leadership team to ensure overall service delivery. • To maintain stakeholder engagement

	with national work groups such as Transforming Forensics in order to ensure innovation related projects are delivered on time and all benefits are realised. • To co-ordinate the presentation of management information at Forensic Leadership meetings. • Making sure we are working effectively as possible • Keep accurate documentation and perform statistical analysis • To provide support to colleagues in development of staff around performance. • To co-ordinate the presentation of management information at Forensic Leadership meetings. • To work with the wider force area to ensure compliance with regulation. • To carry out any other duties commensurate with the purpose and grading of this post.
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SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience <i>This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.</i>	
Essential:	• Demonstrable experience of effecting change to improve performance and in assessing and monitoring performance to bring about continuous improvement and marginal gains in productivity. • Experience of managing a variety of different projects at any given time and possess the resilience to assess and modify priorities where necessary. • Knowledge and experience of Quality Management Systems and maintaining an accredited working environment. • Proven leadership ability and experience of working with senior managers. • Awareness of compliance and regulation

	requirements (i.e MoPI, PoFA, PED, CED & GDPR) • Experience of managing people, with an understanding of staff development and people issues. • Awareness of Legal and Legislative requirements associated with all aspects of Police Forensic disciplines. (either traditional or digital) • Experience of working within budgetary requirements and the need to work within set levels • Experience of resource management.
Desirable:	• Experience as a Forensic Manager in a Forensic/digital Discipline • Successfully completed a recognised management/performance course
Skills <i>This section should detail the competency requirement which could be developed through non formal training. e.g. effective time management, influencing and negotiating, effective communication including written and verbal. Refer to skills database for core operational skills</i>	
Essential:	• Leadership ability to inspire people to meet challenging goals and give direction clearly. • Leadership ability to create enthusiasm and commitment, giving genuine praise and highlighting success and recognising good performance. • Able to deliver constructive feedback • Ability to work under pressure and experience of ensuring that self and staff meet tight deadlines • Excellent communication, listening and presentation skills. • Ability to communicate and influence at all levels, adapting the style of communication to meet the needs of the audience. • Ability to remain calm and controlled and maintain good performance within a mission critical service area. • Able to develop and proactively manage work relationships. • Well-developed skills in applying performance focus to daily challenges

	including negotiating, positively influencing FSD SLT other senior leaders and problem solving across competing demands. • High level of accuracy and attention to detail. • Demonstrate a flexible approach to work and a high level of self-motivation. • Ability to exercise discretion and confidentiality
Desirable:	•

Hours of Work and Flexibility:	Monday to Friday between 7am x 6pm (flexible)
Agile Work Style: (if applicable)	‘Agile’ Would require a lap top and basic mobile phone Agile role due to the need to work with different teams across Forensic Services and attend National/local meetings

Restriction Level:	Aged over 18 and hold full driving licence.
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