

Office of the Police and Crime Commissioner for Surrey Job Profile

Job Title: Independent Custody Visiting Scheme Manager, OPCC
Grade: Surrey Police Pay Scale G
Reports to: Criminal Justice Policy Officer, OPCC
Responsible for: Independent Custody Visiting Scheme

1. Job Purpose:

To effectively maintain and support the delivery of Police and Crime Commissioner for Surrey's statutory responsibility to provide an Independent Custody Visiting Scheme. Custody Visiting is an important role ensuring that those detained in police custody are properly cared for in accordance with the relevant Police PACE Codes of Practice. The Scheme is also important in securing local community confidence in the police and in the detention process.

Work Context

OPCCS depends on having a professional and efficient custody visiting scheme which, whilst working closely with Surrey Police, is demonstrably independent and aims at ensuring the welfare of detainees.

The role requires the post-holder to manage approximately 44 volunteers, ensuring that they undertake their responsibilities to a high standard, maintain their independence, and conduct themselves appropriately on their visits.

The post-holder must possess good interpersonal skills, be able to work with police officers and staff who are frequently under pressure and be able to solve problems. Key contacts are at Chief Inspector and Inspector level although the Scheme Manager may, on occasions, need to elevate issues to more senior level if necessary.

The post-holder is required to observe custody visits which entails entering police custody suites from time to time.

The Scheme Manager works part-time (20 hours per week) and has to be prepared to work flexibly to cope with seasonal workload. The role includes up to 16 evening meetings and 4 Saturday commitments per year and an additional unsocial hours payment of £1164 pa (pro rata) is paid to cover this. The post holder will need to travel throughout the county to attend relevant meetings and events.

2. Key Accountabilities:

- 2.1 Provide effective day-to-day leadership, guidance and support for the Scheme ensuring best practice and adherence to Home Office Codes of Practice, OPCCS's scheme guidance and organisational values.
- 2.2 Ensure that the PCC is aware of all national and local developments that have an impact on the Scheme. Provide advice and develop policy and strategy that ensures the PCC stays ahead of the field in carrying out his responsibilities.
- 2.3 Be responsible for responding to local and national consultations relevant to the Scheme ensuring the PCC's interests are feedback.
- 2.4 Liaise closely with PCC to ensure that Scheme operates within the OPCCS's aims and objectives, bringing to their attention any noteworthy incidents or breaches of PACE thereby ensuring that the OPCCS is discharging its responsibility to hold Surrey Police to account.
- 2.5 Work with senior leaders within the Force to ensure the Scheme runs effectively by working together to address any issues or concerns as laid down in the Scheme guidelines enabling the sharing of best practice and participating in relevant force training to achieve OPCCS objectives.
- 2.6 Be the main point of contact and maintain effective networks with relevant stakeholders and partners including the APCC, ICVA, Surrey Police and other SE Region ICV Scheme Managers to ensure best practice within the Surrey Scheme.
- 2.7 Ensure the Scheme runs optimally by recruiting, training and organising networking opportunities for ICV volunteers to ensure they remain engaged and motivated and feel supported, rewarded and valued in the fulfilment of their role demonstrating OPCCS's commitment to its volunteers.
- 2.8 Investigate, resolve and report back on any issues arising from custody visits to relevant OPCCS and Force representatives thereby ensuring that the OPCCS is discharging its responsibility to provide effective scrutiny of the welfare of detainees in Surrey police custody suites.
- 2.9 Manage the quarterly ICV Steering Group which sets the overall strategic direction of the Scheme producing data and making recommendations thereby improving the running of the Scheme and its outcomes.
- 2.10 Manage the ICV budget, monitor expenditure and provide timely reports on spend.
- 2.11 Familiarise, uphold and promote the values and behaviours that underpin the organisational strategy of the OPCCS, in particular familiarising, upholding and promoting the aims of the OPCCS's Equality and Diversity policies in the course of day-to-day work.
- 2.12 Have responsibility for and represent the OPCC for all issues relating to volunteers and volunteering projects.

3. Knowledge, Skills and Experience:

It is essential that the post holder has:

- 3.1 Demonstrable competence or aptitude in managing and motivating others.
- 3.2 Good interpersonal skills and an ability to communicate effectively both face to face and remotely at all levels in the organisation and with external contacts.
- 3.3 Ability to maintain effective networks and develop partnerships across a range of different sectors.
- 3.4 Ability to be a confident self-starter responding flexibly to pressures and problems and demonstrating an innovative and creative approach to their work.
- 3.5 Ability to problem solve and implement solutions in a way which is constructive and retains engagement of all involved in the Scheme.
- 3.6 Willingness and ability to work flexibly in line with the nature of the job eg. attend evening meetings and weekend training sessions as well as support the needs of the PCC and their office.
- 3.7 Excellent organisational skills including the ability to prioritise work, manage a busy workload, make quick decisions and achieve a flexible approach
- 3.8 Outstanding oral and written communications skills and show integrity, tact, tenacity and diplomacy.
- 3.9 Ability to design, manage and deliver training to volunteers and custody staff.
- 3.10 Ability to manage budgets to ensure delivery of projects and objectives are within timescales and budget.
- 3.11 Good levels of IT literacy.
- 3.12 Ability to work in a team and autonomously, respecting equality and diversity.

4. Job Requirement:

- 4.1 The post holder is required to successfully pass Security Check Vetting.
- 4.2 Ability to attend evening and weekend meetings.
- 4.3 The post holder will be required to hold a full UK driving licence, have access to a vehicle and be prepared to use it for work related travel.