

JOB DESCRIPTION

Job Title: Victims Victim's Delivery Officer	
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Head of Victims Services	Band level: 3G – Subject to Review
Staff Responsibilities (direct line management of): Nil	

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

The overall purpose of the role is to: Provide project management and wider support to the transformation of victim's provision across the Thames Valley to improve outcomes for victims. Including supporting the OPCC Victims Team to design and recommission evidence-based victims' 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. Co-ordinate and monitor project documentation e.g. project plans, RAAID (Risks, Issues, Assumptions, Dependencies, and Actions) logs, business cases etc. to ensure that projects remain on time, on budget and to agreed deliverables.
2. Support the recommissioning of effective OPCC commissioned victims' services helping to enable the OPCC to effectively deliver their statutory duties and functions.
3. Support the Head of Victims Services to ensure that victim's provision adheres to good practice and any relevant legislative requirements.
4. Support and deliver effective monitoring of the OPCC Victims grant provision. Including liaising with providers and answering any day to day queries including holding monitoring meetings with providers to ensure provision is being delivered effectively.
5. Help prepare a range of documentation for the tendering of Victims Provision. Support the re commissioning process including monitoring and evaluation of progress against agreed deliverables.
6. Support the collation of data and analysis to support the recommissioning of victims services.
7. Support and deliver elements of agreed victim's projects working alongside key partners and across multiple stakeholders to design effective services that improve outcomes for victims of crime across the Thames Valley.
8. Support the development and implementation of new Cloud based support options for victims. This includes conducting appropriate research to understand and advise on similar products available the market. Evaluating and proposing content for the Cloud system including advice and guidance for victims based on crime types and options for low level emotional support.
9. Support with new contract mobilisation when new victims provision comes on line in April 2024.
10. Ensure the voice of victims is invited, listened to and understood, through various approaches to victim engagement. Equally, ensuring our messaging to communities is clear, relevant, timely and effective.

c. **DIMENSIONS:** Include matters such 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:
The Victims Commissioning Team are responsible for commissioning services for victims of crime across Thames Valley. The Thames Valley is the most complex non-metropolitan force in the country. There are 14 local authorities across the force and three integrated health systems. This role requires the ability to appreciate and work within this level of complexity as a core component of the work.
While there are no direct reports, the Office of the PCC will regularly galvanise, support and influence partnerships. Skills in relationship building, engaging, and communication are all needed to achieve the best results across this complex commissioning landscape.
Delivering against the Police & Criminal Justice Plan requires skills in problem solving, recognising that each organisation and each intervention forms part of a whole system (whole systems thinking), and utilising the vast partnership network to best effect.

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.

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. Excellent project management, organisation, administrative and planning skills to ensure delivery of actions to tight timeframes.	E
2. Proven interpersonal skills and the ability to promote professional working relationships, communicate effectively and confidently with personnel at all levels, including volunteers, and in various forums e.g. public meetings, internal meetings.	E
3. Knowledge and experience of partnership working and stakeholder engagement.	E
4. Ability to conduct research, summarise findings and communicate technical information to a non-technical audience.	E
5. IT literate and an experienced user of Microsoft Office packages, especially Word, Excel, Outlook and PowerPoint.	E
6. Own vehicle and willingness to travel across the Thames Valley and, on occasion, beyond to engage with partners and conduct necessary visits and research.	E
7. An understanding of the needs of victims across the Thames Valley.	D
8. Experience in supporting the commissioning of services and or supporting large scale transformation projects.	D