

Special Inspector Personal Qualities

Policing Professional Framework (PPF)

Decision making

- Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations.
- Considers a range of possible options, evaluating evidence and seeking advice where appropriate.
- Makes clear, timely, justifiable decisions, reviewing these as necessary.
- Balances risks, costs and benefits, thinking about the wider impact of decisions.
- Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Leading change

- Positive about change, adapting rapidly to changing circumstances and encouraging flexibility in others.
- Identifies and implements improvements to service delivery, engaging people in the change process and encouraging them to contribute ideas.
- Finds more cost-effective ways to do things, taking an innovative approach to solving problems and considers radical alternatives.

Leading people

- Inspires people to meet challenging goals, maintaining the momentum of change.
- Gives direction and states expectations clearly.
- Talks positively about policing, creating enthusiasm and commitment.
- Motivates staff by giving genuine praise, highlighting success and recognising good performance.
- Gives honest and constructive feedback to help people understand their strengths and weaknesses.
- Invests time in developing people by coaching and mentoring them, providing developmental opportunities and encouraging staff to take on new responsibilities.

Managing performance

- Translates strategy into specific plans and actions, effectively managing competing priorities with available resources.
- Takes a planned and organised approach to achieving objectives, defining clear timescales and outcomes.
- Identifies opportunities to reduce costs and ensure maximum value for money is achieved.

- Demonstrates forward thinking, anticipating and dealing with issues before they occur.
- Delegates responsibilities appropriately and empowers others to make decisions.
- Monitors progress and holds people to account for delivery, highlighting good practice and effectively addressing underperformance.

Professionalism

- Acts with integrity, in line with the values and ethical standards of the Police Service.
- Acts on own initiative to address issues, showing energy and determination to get things done.
- Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and challenging situations.
- Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour.
- Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge.
- Remains calm and professional under pressure, defusing conflict and being prepared to make unpopular decisions or take control when required.

Public service

- Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests.
- Ensures that all staff understand the expectations, changing needs and concerns of different communities, and strive to address them.
- Builds public confidence by actively engaging with different communities, partners and stakeholders.
- Identifies the best way to deliver services to different communities.
- Understands partners' perspectives and priorities, and works co-operatively with them to deliver the best possible overall service to the public.

Working with others

- Builds effective working relationships with people through clear communication and a collaborative approach.
- Maintains visibility by regularly interacting and talking with people.
- Consults widely and involves people in decision-making, speaking to people in a way they understand and can engage with.
- Treats people with respect and dignity regardless of their background or circumstances, promoting equality and the elimination of discrimination.
- Treats people as individuals, showing tact, empathy and compassion.
- Sells ideas convincingly, setting out the benefits of a particular approach, and striving to reach mutually beneficial solutions.
- Expresses own views positively and constructively, and fully commits to team decisions.