

Job Title: Service Improvement Advisor	
Job Evaluation Number	C080

JOB DESCRIPTION

Job Title: Service Improvement Advisor	Location: HQ South
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Lead Service Improvement Analyst and Advisor	Band level: 3H
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: strategically facilitate the delivery of identified service improvement opportunities, in particular reducing demand, improving quality of service and the identification and management of risk.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect 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. Work closely with the Service Improvement Analysts to share expertise on specialist areas of policing, ensure activity is targeted on identified issues and develop effective evaluation frameworks.
2. Based on identified priorities, develop and deliver plans to improve the awareness and understanding of officers and staff on key issues (including internal processes) to enhance the skills of the TVP workforce.
3. Based on identified priorities and emerging issues, develop and deliver plans with partners and key stakeholders to improve public confidence, awareness and understanding of key issues.
4. Identify opportunities for introducing or enhancing processes that lead to service improvement. Deliver proposals to the unit's tasking meeting for prioritisation.
5. Actively contribute to the Service Improvement Review process, including identifying good practice within the Force and conducting reality checking with front-line officers, staff, supervisors and partners.
6. Attend and advise operational working groups to identify opportunities for service improvement activity. Deliver proposals to the unit's tasking meeting for prioritisation.
7. Conduct national environmental scanning and develop close links with the 'What Works' centre to identify best practice in problem-solving to inform and enhance the effectiveness of plans.
8. Develop and sustain own understanding of policing and an expertise in specialist areas. In conjunction with the service improvement analysts and strategic analysts, maintain a strategic awareness at national level of trends and influences which impact on policing service delivery in order to shape and evolve activity.
9. Carry out ad hoc problem-solving work as tasked by the Service Improvement Unit.
10. Work closely with the other roles in the Service Improvement Unit and wider department to ensure that the Unit operates as efficiently and effectively as possible and to provide resilience.

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c. **DIMENSIONS:** Include matters 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 Service Improvement Unit is responsible for identifying issues impacting on the efficiency and effectiveness of Force and for facilitating improvement. This is in terms of the quality of service delivered by the Force, how well the Force assesses and manages risk and how well it identifies and manages demand. The Unit therefore has a wide-reach and mandate to significantly influence front-line policing and the experiences of the public. The Unit is responsible for both supporting LPAs and OCUs in their service delivery and for overseeing the accountability process on behalf of CCMT.

The post holders are expected to work closely with organisations outside TVP to identify problem solving solutions and establish professional relationships for sustainable working practices with Community Safety Partnerships across Thames Valley and external organisations.

The role requires the post holders to work with individuals at all levels of the organisation. The work of the post holder will often be scrutinised by chief officers in performance and service improvement forums and in some cases will have wide public exposure. In this respect, the work of the team will reflect on the Force's reputation.

In order to facilitate the delivery of service improvement opportunities the post holder will need to develop a knowledge (and in some cases expertise) in a wide range of areas of policing, for example, crime and intelligence, PVP, CRED, Criminal Justice, HR, Forensics.

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.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. A degree and / or equivalent role-related experience in a police or similar environment.	E
2. Proven research and problem-solving skills with ability to think strategically. Able to demonstrate a methodical approach and high level of attention to detail.	E
3. Excellent interpersonal skills with an ability to negotiate and influence others, write and deliver presentations and engage in briefings and meetings within a police and partnership environment.	E
4. Excellent report-writing and presentation skills with the ability to explain specialist information to a non-specialist audience.	E
5. Able to work effectively with minimum supervision whilst also remaining team focussed. Ability to work under pressure, prioritise workloads and produce accurate work within tight deadlines.	E
6. Self-motivated with a proven ability to use initiative and proactively develop knowledge of a specialist area as well as ensuring technical skills are kept up-to-date.	E
7. Good IT skills, including experience of using Excel, Word and Power Point and the ability to quickly learn bespoke software and systems.	E
8. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential.	E

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9. Experience of working with partner agencies to develop collaborative solutions to identified problems.	D
10. Knowledge of a range of areas of policing and of problem-solving techniques, such as SARA and POP.	D
11. Relevant professional qualification or training.	D