Job Evaluation Number	C053

JOB DESCRIPTION

Job Title: Lead Service Improvement Analyst and Advisor	
Job Family: Business Support	**Role Profile Title:** BB4 Police Staff
Reports To: Deputy Head of Service Improvement	**Band level:** 4J
Staff Responsibilities (direct line management of): Service Improvement Analysts, Service Improvement Advisors	

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

The overall purpose of the role is to: Manage and lead a team of service improvement analysts and advisors, or hold responsibility for a specialist portfolio, focussed on improving efficiency and effectiveness to drive service improvement in TVP on behalf of the Deputy Chief Constable.

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. Lead and manage the work of a team of analysts and advisors, or hold responsibility for a specialist portfolio, in identifying opportunities for and delivering Force-wide service improvements. Co-ordinate the activity of SI team(s) to ensure the products meet the expectations of Chief Officers and the Department's Senior Management Team, are delivered on time and to a high corporate standard. Manage individual welfare, motivation, resilience and continuous professional development.
2. Lead on the delivery of products that support the service improvement accountability process (including risk meetings and service improvement reviews), and have responsibility for the co-ordination of the process.
3. Identify opportunities for service improvement through analysis of the quality of service delivered (including the management of threat, harm and risk and demand) by the Force, to include the development of inferences and recommendations for remedial action - working with the unit's specialist audit and IMR functions as appropriate.
4. Facilitate, support or initiate remedial action to address issues identified by analysis, including through the identification of good practice, prevention work, changes to policy and guidance, improved processes, improved public or staff awareness and understanding and training.
5. Evaluate service improvement activity, ensuring objectives and measures of success are agreed before such activity begins. Ensure learning is fed into the corporate memory and that it influences future-decision making.
6. Seek ways to innovate analytical and problem-solving techniques in order to maximise opportunities for service improvement. Capitalise on new sources of management information. Undertake specialist projects (for example, resource modelling) and make best use of specialist software available.
7. Work with LPA and other departmental senior management teams to maximise opportunities for service improvement and to provide advice and guidance.
8. Develop and maintain own and SI team(s) understanding of all areas of policing, developing an expertise in specialist areas. Develop and maintain a strategic awareness at national level of trends and influences relating to specialist areas which impact on policing service delivery.

9. 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.

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 the 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 holder will produce high level strategic briefing documents for the Chief Constable's Management Team which will lead to remedial action and allow senior officers to hold department and geographical commanders to account. The documents therefore need to be of an extremely high standard – well informed, concise and constructive.
The post holder will need to have a broad set of skills as they will lead a team of analysts/advisors or hold a specialist portfolio identifying risks / opportunities relating to the quality of service delivered by the Force with the aim of facilitating service improvement.
The products delivered by the post holder and SI team(s) will have a very high profile both within the Force (in terms of the analytical products) and outside of the Force (in terms of the work of the Service Improvement advisors), including public-facing.
In order to identify meaningful service improvement opportunities and make recommendations, the post holder will need to have 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.

The knowledge or skills required in the role are as follows (essential or desirable):	***E/D***
1. Substantial current role-related experience of analysis and problem-solving in a police or similar environment.	E
2. A degree and / or substantial evidence of continuous professional development related to the role, including a relevant professional qualification or formal training in analysis, problem-solving or crime prevention.	E
3. Experience of successfully managing, mentoring or developing a team, including co-ordinating and prioritising workloads and meeting challenging deadlines.	E
4. Recent experience of working with others to identify opportunities for and deliver service improvements, including a proven ability to negotiate and influence.	E
5. Excellent report-writing and presentation skills with proven ability to develop inferences and make recommendations that drive activity.	E

6. Able to demonstrate excellent interpersonal communication skills which adapt to all levels of the organisation. Comfortable engaging in briefings and meetings within a police environment and possesses the ability to explain complex or specialist information to a non-specialist audience.	E
7. Advanced IT skills, including substantial experience of using Excel, Word and Power Point and the ability to quickly learn bespoke software and systems.	E
8. Demonstrates a methodical approach to analysis and problem-solving and excellent attention to detail.	E
9. Self-motivated with a proven ability to use initiative and proactively develop knowledge of policing as well as ensuring technical skills are kept up-to-date.	E
10. A very good understanding of a wide-range of areas of policing including neighbourhood policing, serious and organised crime, other volume crime, intelligence, public protection, contact management, criminal justice, use of resources and finance.	D