

Role Profile



Role Description

To coordinate an effective events and engagement programme for the Constabulary and the Office of the Police and Crime Commissioner. Key public facing events will include the annual Open Day and the Impact Awards alongside a series of internal events such as the annual Carol Service and staff recognition events.

To develop appropriate event plans and policies to support the Communications & Engagement strategy, the Constabulary's Corporate Strategy and the Police and Crime Commissioner's Police and Crime Plan.

To help deliver an effective and professional service to all our stakeholders to help build trust, satisfaction and confidence in the Constabulary and OPCC.

Main Responsibilities

1. To take the lead in organising a programme of key events and engagement activities every year for both the Constabulary and the OPCC.
2. To provide support for colleagues who are organising events.
3. To ensure the Constabulary and OPCC have an engagement and events service (for employees and the public) that is professional, helpful, timely and accessible to help foster a responsive and dynamic culture that is focused on serving the public.
4. To ensure existing employee and community engagement channels are fit for purpose and used effectively and to explore any new or emerging opportunities or innovations to see if they might add value for the Constabulary or OPCC.
5. To provide support and offer creative and engaging solutions to colleagues across the Constabulary and the OPCC for a range of projects and initiatives where employee and public engagement events and activities may be needed.
6. To attend meetings and briefings to offer advice and guidance to the Chief Constable, PCC, other members of the Chief Officer Group (COG), senior managers and colleagues across the Constabulary and OPCC.
7. To work with colleagues in Communications and Engagement to develop and maintain contacts and a clear understanding of 'audiences' and service users of internal and external engagement and their needs and views so that an effective and targeted service can be delivered.
8. To help plan our work more effectively, to develop a calendar and organise internal and external engagement events/activities that will contribute to the overarching Force and OPCC events calendar to help deliver the Communications and Engagement strategy.
9. To ensure the Constabulary's and OPCC's approach to events and engagement contribute to their positive reputation and are in line with their Intent, Values and Principles and the Code of Ethics.
10. To provide proactive environmental scanning of internal and external engagement issues so that the Constabulary and OPCC have relevant information to help them make decisions, meet expectations, improve their work/services or manage change/transformation.

Along with other members of the Communications & Engagement team you will:

1. **Develop and monitor channels so that they are helpful, innovative, well used and constructive communications, engagement and feedback channels.**
2. **Work with the Continuous Improvement Team to develop feedback channels to encourage constructive views from the public or specific external communities to help improve the approach of the Constabulary and the OPCC.**
3. **Take responsibility for implementing, managing, monitoring and evaluating relevant areas of work set out in the Communications & Engagement strategy.**
4. **Ensure relevant policies, protocols, guidelines and processes are developed, reviewed and updated on a timely basis.**

Key relationships and contacts (this list is not exhaustive):

1. **Chief Officer Group, Executive Board, Senior Managers, employees/volunteers across the Constabulary**
2. **The Police and Crime Commissioner, OPCC CMT, colleagues in the OPCC**
3. **Staff Associations (Unison, the Police Federation, the Superintendents' Association)**
4. **The College of Policing, HMIC, IPCC etc**
5. **Internal and external communications and community engagement colleagues in partner or other organisations**
6. **Local communities, the general public, local partner or commissioned organisations.**

Note: As part of a shared service agreement, Engagement and Events will be provided to the Constabulary and the Office of the Police and Crime Commissioner (OPCC).

Rank\Scale

Role Profile



SC6

Reports To

Engagement and Campaigns Manager

Additional Information

Vetting Level: The role must be vetted to a minimum of Recruitment Vetting (RV).

Mobility: The Force reserves the right to request you to carry out any other duties or move you to any other post appropriate to your grade, at any location within the county of Gloucestershire, as business requirements dictate.

Working Pattern: Normal working hours will average 37 per week or will be pro rata. This will be worked subject to the needs of the service and may involve shift, night, weekend and public holiday working.

Standards of Professional Behaviour: All members of Police Staff / Police Officers must comply with these standards.

Travel: The post holder will be required to travel around the county and this may be at times when public transport is not available so a driving license is desirable.

Training and development: Undertake the required training and development to maintain working knowledge.

Experience and Qualifications

1. A relevant communications qualification of degree level or equivalent (CIM, CIPR, etc).
2. Proven experience in the field of event coordination and event management, marketing or public relations.
3. Experience in developing and maintaining effective working relationships at all levels both within the organisation at the highest level and externally with a wide range of suppliers and agencies.
4. Experience in the coordination of the production of event materials, promotional materials, displays and required marketing collateral.
5. Exceptional written and verbal communication skills at all levels.
6. Strong multitasking skills.
7. Experience of developing and implementing event communication and engagement plans to manage a wide and varied calendar of events and engagement activities.
8. Excellent administration skills and the ability to maintain accurate records and schedules of all events with reports and recommendations to key personnel.
9. Good understanding and experience of working with colleagues and communities to understand their engagement needs.
10. Exceptional time management and organisational skills.
11. Flexible and adaptable attitude to work.
12. Ability to work to a set budget and source best value for money.
13. Creativity and innovation.
14. Work effectively as part of a team.
15. Proficient in all Microsoft Office packages and conversant with the use of a variety of online channels for internal and external use as well as monitoring software and systems.

Notes

This post is Politically Restricted and defined by legislation as "Sensitive".

Competency Framework Values

Role Profile



Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.	Yes
Inclusive, Enabling and Visionary Leadership	We are collaborative	Practitioner	I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.	Yes



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Resolute, Compassionate and Committed	We are emotionally aware	Practitioner	I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.	Yes
Intelligent, Creative and Informed Policing	We are innovative and open-minded	Practitioner	I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.	Yes

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Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.	Yes
Resolute, Compassionate and Committed	We take ownership	Practitioner	I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.	Yes

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NOS Unit	Unit Name	Unit Description