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Role Profile

Role Title:	Criminal Justice Policy Officer
Grade:	P01/2
Responsible to:	Head of Victims & Criminal Justice
Responsible for:	No Supervisory Responsibility
Liaison with:	N/A
Required Vetting Level:	MV/SC – Management Vetting and Security Clearance
Date Published:	April 2026

Role Overview:

The Policy Officer will support the Head of Victims and Criminal Justice in their responsibility of working with partners to proactively highlight and propose strategic solutions to local criminal justice (CJ) issues and risks along with implementing new strategies, policies and development work relating to criminal justice. The Policy Officer will be required to develop strong relationships with partners to deliver more efficient, effective, collaborative and innovative ways of working and to identify best practice across South Wales.

The role will be crucial in developing our understanding of the effectiveness of the Criminal Justice System (CJS), bring greater transparency and consistency through scrutiny, accountability and quality assurance. The role will feed into improving CJ performance through working with partners in the development of a performance framework, enhancing the data we already have and using this to prioritise the work going forward, particularly around how we deliver services.

This role will build on existing strong partnership work across South Wales in multiple sectors to ensure that we are contributing to an evidence-based approach to achieve the successful delivery of the priorities within the Police, Crime and Justice Plan and specifically the co-ordination of the Local Criminal Justice Board (LCJB) delivery plan.

This is a key position requiring a dynamic, high calibre individual with a professional demeanour and proactive, resilient approach with a knowledge of the partnership landscape across South Wales. The individual will also have a desire to make an impact coupled with the communication and organisational skills to follow that vision through.

Responsibilities will include attending relevant meetings across the force area, preparation of specific highlight and performance reports and will be responsible for supporting the Commissioners team and partners in improving the quality and effectiveness of CJ practice by overseeing the development of aspects of scrutiny and quality assurance.



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<p>Key Responsibilities</p>	<p>Advice and Guidance</p> <ul style="list-style-type: none">• Provide support and guidance to the Commissioner's team and develop strong, sustainable links with partner agencies to assist in the delivery of the Police and Crime Plan• Provide clear and accurate reports on partnership activity to ensure effective decision making and compliance with current legislative guidelines• Work with partners to resolve complex problems, referring major issues to senior colleagues• Provide feedback and advice to promote best practice and identify potential learning, policy development or training needs for consideration by the force and other agencies. <p>Business Improvement</p> <ul style="list-style-type: none">• Support in the development of performance indicators for measuring and monitoring success, feeding into the overall Business Planning work of the office.• Contribute to the Commissioners scrutiny and Criminal Justice programmes, working closely with the Policy Officers from across the portfolios• Provide challenge and support to the leadership team, acting as a catalyst for change and improvements in delivering the priorities of the police and crime plan• Support the monitoring of the Commissioners contribution to the delivery of Criminal Justice through representation at partnership forums, scrutinising performance and ensuring the budget to which the Commissioner makes a significant contribution is being spent effectively• Assist with governance and scrutiny processes within the Criminal Justice and Business Assurance teams• Assist with research and planning within the Commissioner's scrutiny programme <p>Partnership Development</p> <ul style="list-style-type: none">• Identify proactive opportunities to create partnerships, with the aim of achieving the priorities of the South Wales Police and Crime Plan• Co-ordinate joint programmes and policies, which progress the priorities of the Plan and through the best available evidence ensure that partnership funding is targeted towards joint needs and areas of concern.• Work in collaboration with partners to deliver improvements in performance across the CJS by developing scrutiny, quality assurance and performance measures• Co-ordinate the Local Criminal Justice Board and associated subgroups
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Organisation/Planning

- Plan and organise work to complete it within set framework, standards, & timescales
- To organise and schedule events/meetings as directed
- Implement and contribute to service strategy as directed
- Develop, propose and implement an approved project/business plan for the unit, subject or function
- Organise and manage the day to day delivery of subject area or projects including preparing and planning of resources
- Project manage integrated partnership solutions and policies

People Management

- Recognise and escalate the need to allocate/ task/ co-ordinate the work to other team members within specialist subject area/ project
- Assist team in the preparation and use of equipment and techniques and advise on any specific aspects of work within own area
- Monitor and allocate workload within team
- Coach & mentor other team members

Policies and Strategies

- Research, review and draft policies
- Monitor and report on policy implementation to ensure compliance and identify issues/problems.
- Play a key role in developing policy, strategies and relationships to help deliver the priorities within the South Wales Police and Crime Plan
- Share collective ownership of all priorities, policies and plans within the South Wales Police and Crime Commissioners office

Processes

- Design, develop, create, amend and review processes reflecting policy for force-wide use
- Quality assure the delivery of the service

Risk Management and Legal Compliance

- Assist in the facilitation of any relevant information sharing agreements



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	<ul style="list-style-type: none">• Identify risks within own remit and mitigate and inform others on risks• Ensure unit meets its obligation with regards to Health & Safety and escalate serious problems• Monitor and ensure compliance with all regulations and policy guidelines• Identify risks, measure impact and provide advice on findings• Meets obligations with regards to associated legislation <p>Customer Service and Representation</p> <ul style="list-style-type: none">• To present a positive image and service to both internal and external customers• Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high-quality standard of service• Maintain confidentiality in relation to data protection issues and Management of Police Information (MOPI) standards• Provide the Third Sector a voice within South Wales Police and Crime Commissioner's office by listening to their needs, identifying opportunities for joint working, providing quality support, direction, guidance and promoting a strong partnership culture.• Develop, create and manage effective relationships with criminal justice partners and other relevant partners across the Force <p>In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not be of necessity, change the general character or level of responsibility of the post.</p>
Qualifications & Experience	<p>Essential</p> <ul style="list-style-type: none">• Qualified to NVQ Level IV/ degree level, be actively working towards or be able to demonstrate employment experience at equivalent level
Skills	<p>Essential</p> <ul style="list-style-type: none">• Must be able to develop and implement policy and procedures and demonstrate a commitment to best practice• Must be computer literate and proficient in Microsoft applications• Must have excellent, verbal and written communications skills including report writing skills.• Excellent analytical skills with ability to interpret and present information in a clear and understandable format



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	<ul style="list-style-type: none"> • Must have proven strong influencing skills and an ability to work well with others to achieve positive outcomes. • Must have experience of advising managers with regards to high profile matters relating to policy, performance and quality assurance • Must demonstrate an ability to understand complex issues, assess facts, summarise and reduce them to their essential elements • Must display creativity and innovation in response to problems and flexibility when considering the course of action <p>Desirable</p> <ul style="list-style-type: none"> • Welsh Language Level 2 - Can understand the essence of a conversation in Welsh and can convey basic information and respond to simple requests in Welsh. Can use Welsh to transfer telephone calls. Can introduce oneself and others by name, role, and location/organisation. Can contribute to a meeting partly in Welsh.
<p>Knowledge</p>	<p>Essential</p> <ul style="list-style-type: none"> • Must be aware, and keep abreast, of current legislation, policy and social issues relating to criminal justice • Must display an awareness and understanding of the policing and criminal justice environment, including the distinct oversight role of Police & Crime Commissioners. • Must be able to demonstrate application / experience in the following areas: <ul style="list-style-type: none"> - Project Management - Partnership landscape across South Wales - Scrutiny and Quality assurance
<p>Personal Qualities</p>	<p>Serving the Public</p> <p>Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests.</p> <p>Understands the expectations, needs and concerns of different communities and strive to address them.</p> <p>Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police.</p> <p>Understands the impact and benefits of policing for different communities and identifies the best way to deliver services to them</p> <p>Develops partnership with other agencies to deliver the best possible overall service to the public.</p>



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	<p>Professionalism</p> <p>Acts with integrity, in line with values of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.</p>
	<p>Leading Change</p> <p>Positive about change, adapting different ways of working and encouraging flexibility in others Constantly looks for ways to improve service delivery and value for money, making suggestions for change and encouraging others to contribute ideas Takes an innovative and creative approach for solving problems Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge</p>
	<p>Leading People</p> <p>Inspires team members to meet challenging goals, providing direction and stating expectations clearly Acknowledges the achievements of individuals and teams by recognising and rewarding good work Recognises when people are becoming de-motivated and provides encouragement and support Gives honest and constructive feedback to help people understand their strengths and weaknesses</p>
	<p>Managing Performance</p> <p>Understands the organisation's objectives and priorities and how own work fits into these Plans and organises tasks effectively to maintain and improve performance Manages multiple priorities, thinking things through in advance, balancing resources and co-ordinating activity to complete tasks within deadlines Knows the strengths of the team members, delegating appropriately and balancing workloads across the team</p>



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	<p>Monitors delivery to ensure tasks have been completed to the right standard and tackles poor performance effectively</p>
	<p>Decision Making</p>
	<p>Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in light of new information and changing circumstances. Balance 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.</p>
	<p>Working with Others</p>
	<p>Works co-operatively with others to get things done, willingly giving help and support to colleagues Is approachable, developing positive working relationships. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion Deals with people as individuals and address their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non-judgemental approach regardless of their background or circumstances.</p>



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NOTE:

The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post.

With the exception of any Deputy appointed by a PCC, staff within an OPCC must not undertake political work but are required to operate in a way which is sensitive to and fully informed by the local, regional and national policy context in which the PCC's policing, community safety, public protection and criminal justice responsibilities operate. The post holder will be in a politically restricted post under the Local Government and Housing Act 1989. The OPCC is required to undertake its role in a way which is agile and responsive to the public interest, to the direct accountability of the PCC to the public as well as to the supportive oversight and scrutiny of the Police & Crime Panel and independent audit committee arrangements. Alongside the PCC, the OPCC undertakes its roles by direct engagement with police and public, private and third sector partner agencies at all levels, with local and national government and with the public.

Due to the nature of the role the portfolio content may change in line with legislation, Home Office and Ministry of Justice policy, and OPCC priorities The areas of work are determined by the priorities set by the Police and Crime Commissioner as such the portfolio areas may be amended or refocused to align to these priorities All employees are to comply with confidentiality laid down in the General Data Protection Regulation (GDPR), the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).

All individuals of the Office of the South Wales Police and Crime Commissioner must display the qualities to be able to work in an organisation with minority groups and provide service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to workplace bullying or any other form of discriminatory behaviour.

Method of Assessment

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

	Shortlisting
Qualifications	✓
Skills	✓
Knowledge	✓
Personal Quality – Serving the Public	
Personal Quality – Professionalism	
Personal Quality – Leading Change	✓
Personal Quality – Leading People	
Personal Quality – Managing Performance	
Personal Quality – Decision Making	✓
Personal Quality – Working with Others	✓



Comisiynydd
yr Heddlu a
Throseddu
De Cymru

South Wales
Police
and Crime
Commissioner

Mae'r ddogfen hon ar gael yn Gymraeg. This document is available in Welsh

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