



OFFICIAL SWYDDOGOL

Role Profile

Role Title:	Deputy Head of Assurance and Compliance
Grade:	PO3
Responsible to:	Head of Assurance and Compliance
Responsible for:	N/A
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
Required Vetting Level:	MV/SC – Management Vetting and Security Clearance
Date Published:	June 2026

Role Overview:

- Act on behalf of the Head of Assurance and Compliance (HoAC), as required, providing support across the full Assurance and Compliance portfolio.
- Undertake delegated responsibilities, including attendance at local, regional, and national meetings, representing the HoAC and the OPCC as appropriate.
- Lead and deliver discrete areas of work within the HoAC portfolio, ensuring high standards of governance, compliance, and performance.
- Provide direct reporting and professional support to the HoAC, contributing to informed decision-making and the effective delivery of organisational priorities.
- Fulfil the role of Deputy Data Protection Officer for the OPCC, supporting statutory data protection responsibilities and promoting compliance with relevant legislation and best practice.

Decision-Making and Accountability

- Exercise sound judgement and strong decision-making skills in the discharge of duties.
- Work proactively on their own initiative, managing competing priorities effectively.
- Maintain a clear understanding of when matters require escalation, ensuring that the HoAC is appropriately informed of issues requiring attention or formal decision.

Key Skills and Attributes

- Strong analytical and decision-making capability.
- Ability to work independently with minimal supervision while maintaining alignment with strategic objectives.
- Highly developed organisational and prioritisation skills.
- Effective communication and stakeholder engagement skills.
- Sound understanding of governance, assurance, and compliance frameworks (desirable in a policing or public sector context).



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<p>Key Responsibilities</p>	<p>Advice and Guidance</p> <ul style="list-style-type: none">• Assess personal requirements of customers (including members of the public) and provide adequate support, advice and guidance.• Provide oversight and advice in the assessment of Freedom of Information Act requests, draft responses, manage applications for internal review and ensure that information is made available in accordance with the Police and Crime Commissioner's publication scheme.• Provide oversight and advice in the assessment of Subject Access Requests and in the preparation of responses prior to their release.• Prepare correspondence, internal briefings, highlight and performance reports• Provide specialist advice and guidance on non-routine and escalated, complex issues related to area of work.• Lead on work to resolve complex problems, referring major issues to senior colleagues.• Provide feedback and advice to promote best practice and identify potential learning, policy development and training needs.• Resolve complex problems independently, referring major issues to senior colleagues.• Identifies and escalates serious problems.• Monitor and ensure compliance with all regulations and policy guidelines.• Implement and where necessary develop the Commissioner's responsibilities for standards of service and complaints matters.• Identifies areas of risk for the Commissioner and own work area.• Analyse various data sets and provide reports and information based on those data sets.• Triage and respond to complaints and correspondence from members of the public, AM's, MP's and local Councillors.• Lead on the arrangements for Police Appeal Tribunals.• Research and formulate responses to Fol requests.• Use force systems to research background information in relation to reviews/appeals against the outcome of complaints to the Police and Crime Commissioner.• Investigate appeals as required and directed by the Head of Assurance and Compliance, facilitating responses and prepare documents for decision makers.• Assist with the dip sampling of complaints and disciplinary matters.
<p>Qualifications & Experience</p>	<p>Essential</p>



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	<ul style="list-style-type: none">• Qualified to NVQ Level IV/ degree level in a related subject, or be actively working towards or be able to demonstrate employment experience at equivalent level. <p>Desirable</p> <ul style="list-style-type: none">• An understanding of the police complaints system and / or previous experience of managing complaints.
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 able to demonstrate strong analytical skills.• Must be computer literate and proficient in Microsoft applications.• Must have excellent, verbal and written communications skills including having first class report writing skills.• Must have proven strong influencing skills.• Must have experience of advising senior managers with regards to high profile matters.• Must be able to evidence the ability to research, prepare policy and other documents and determine policy.• Must have experience of operating at a middle management level.• Must demonstrate an ability to understand complex issues, assess facts, summarise and reduce them to their essential elements.• Must be able to demonstrate organisation and planning skills in relation to maintaining registers and quality control measures.• Must be able to demonstrate the ability to conduct risk management in relation to complaints monitoring.• Must display creativity and innovation in response to problems and flexibility when considering the course of action.• Must have good prioritising skills, i.e. be able to control several projects simultaneously and make best use of resources to achieve positive solutions. <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



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	others by name, role, and location/organisation. Can contribute in a meeting partly in Welsh.
Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Must be aware, and keep abreast, of current legislation, policy and social issues e.g. Anti-fraud and Corruption Strategy and whistle blowing policy. • Must display a strategic awareness and understanding of the policing and criminal justice environment.
Personal Qualities	<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>
	<p>Professionalism</p> <p>Acts with integrity, in line with values of the Police Service.</p> <p>Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations.</p> <p>Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required.</p> <p>Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour.</p> <p>Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.</p>
	<p>Openness to Change</p> <p>Positive about change, responding flexibly and adapting to different ways of working</p> <p>Finds better, more cost-effective ways to do things, making suggestions for change</p> <p>Takes an innovative and creative approach to solving problems</p>



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	<p>Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge</p>
	<p>Service Delivery</p>
	<p>Understands the organisation's objectives and priorities and how work fits into these</p> <p>Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes</p> <p>Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well</p> <p>Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate</p>
	<p>Decision Making</p>
	<p>Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations.</p> <p>Considers a range of possible options before making clear, timely, justifiable decisions.</p> <p>Reviews decisions in light of new information and changing circumstances.</p> <p>Balance risks, costs and benefits, thinking about the wider impact of decisions.</p> <p>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.</p> <p>Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively.</p> <p>Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations.</p> <p>Is courteous, polite and considerate, showing empathy and compassion Deals with people as individuals and address their specific needs and concerns.</p> <p>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	✓