



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

OFFICIAL SWYDDOGOL

Role Profile

Role Title:	Senior Policy Officer (Partnerships)
Grade:	P03
Responsible to:	Director of Communities, Partnerships & Prevention
Responsible for:	TBD
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, OPCC staff.
Required Vetting Level:	MV/SC – Management Vetting and Security Clearance
Date Published:	August 2026

Role Overview:

The Senior Policy Officer (Partnerships) will play a key role in the partnerships activity of the Office of the Police and Crime Commissioner (OPCC) at a crucial time of transition and change, whilst remaining committed to the delivery of the Police, Crime & Justice Plan.

The OPCC conducts much of its work on behalf of the Commissioner through partnerships with other organisations, including (for example) South Wales Police, His Majesty's Prison & Probation Service (HMPPS), Welsh Government and the third sector. This ensures a joined-up, multi-agency approach to tackling policing and crime challenges, implementing whole system solutions that are effective and sustainable. The postholder will play a key role in ensuring these partnerships are maintained as we move towards the end of the Commissioner's term and a post-Police and Crime Commissioners model in 2028.

This is a key position within the Communities, Partnerships & Prevention Directorate in the OPCC for South Wales. Working closely with the wider team, the post holder will contribute to the partnerships-related workstreams of our transition programme whilst supporting existing delivery of partnerships activity across the Office.

Key Responsibilities

Advice and Guidance

- Contribute to the partnerships function on behalf of the Police & Crime Commissioner, providing support, advice & guidance.
- Support the Director of Communities, Partnerships & Prevention to ensure effective partnerships are developed and maintained with all key organisations.
- Support the development and implementation of partnerships-related workstreams for the OPCC's transition programme.



- Influence the partnerships aspects of the OPCC's engagement & communications programme..
- Utilise effective project management techniques, planning, driving and monitoring activity. Identify and mitigate associated issues and uncertainties effectively.
- Provide regular reports to the OPCC's Senior Leadership Team and Executive Board on the impact of partnerships activity, using milestones and outcome measures to demonstrate evidence-based progress.

Business Improvement

- Identify, propose and implement developments and improvements to the area, unit or project for the mutual benefit of the team and customers.
- Keep up to date with best practice, trends, changes and developments in department and advise senior officers on their implications.
- Provide challenge and support to the leadership team, acting as a catalyst for change and improvements in delivering the priorities of the Police, Crime and Justice Plan;
- Assist with governance and scrutiny processes within the OPCC.

Organisation/Planning

- Plan, organise and control the delivery of the operational service to achieve the established standards
- Work with customers to identify and resolve any problems or queries regarding the provision of the service
- Identify, seek approval for, and deploy suitable resources for the department to deliver its service objectives
- Develop, propose and implement an approved project/ business plan for the unit, subject or function
- Contribute to the development, implementation and promotion of the department policies and service strategies.
- 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

People Management

- Advise, motivate, and manage the performance of teams
- 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 & Strategies • Monitor and report on policy implementation to ensure compliance and identify issues/problems. • Advise on developing policy, strategies and relationships to help deliver the priorities within the South Wales Police Crime and Justice Plan • Share collective ownership of all priorities, policies and plans within the South Wales Police and Crime Commissioner's office • Assist in consultations within subject area Project Management • Organise and manage the day-to-day delivery of subject area or projects including planning and deployment of resources Risk Management and Legal Compliance • Identify risks within own remit, mitigate risks and inform others on risks • Manage risk management schedules to ensure Department/ BCU meets its obligation concerning Health & Safety and escalate serious problems • Monitor and ensure compliance with all regulations and policy guidelines • Escalate major problems Customer Service and Representation • Positively representing the OPCC internally and externally, communicating key messages consistent with Commissioner's approach, values and priorities • Effectively engage with local people and communities at all levels, to provide an approachable line of communication and a high-quality standard of service • To be prepared to support and participate in the Commissioner's community engagement events • Have a professional approach to data sharing, data protection and information management. • Maintain confidentiality in relation to data protection issues and Management of Police Information (MOPI) standards In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.
Qualifications	Essential



	• Qualified to NVQ Level IV/ degree level, be actively working towards or be able to demonstrate employment experience at equivalent level.
Skills	Essential • Ability to work in a senior policing/criminal justice partnership role, with a record of giving trusted advice, support and guidance in complex, high profile and/or politically sensitive environments. • Ability to demonstrate the development of effective partnership strategies catering for relationships with multiple organisations. • Must have excellent, verbal and written communications skills including report writing skills. • Ability to demonstrate evidence of contribution to complex projects delivered through partnerships. • Ability to understand relevant stakeholder perspectives and priorities, and develop strategies for establishing mutually beneficial relationships, and achieving desired aims. • Ability to deal with high volume work efficiently and effectively, whilst maintaining exceptional quality standards. • Ability to demonstrate flexibility and adaptability in a pressurised environment. • Excellent analytical skills with ability to interpret and present information in a clear and understandable format. • Must have proven strong influencing skills and an ability to work well with others to achieve positive outcomes. • Experience of advising managers with regards to high profile matters. Desirable • 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.
Knowledge	Essential • Experience of a partnerships role within the criminal justice and/or policing sector, or an ability to clearly demonstrate how previous experience elsewhere can be transferred appropriately.
Personal Qualities	Serving the Public Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests.



	Understands the expectations, needs and concerns of different communities and strive to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities and identifies the best way to deliver services to them Develops partnership with other agencies to deliver the best possible overall service to the public.
	Professionalism
	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.
	Openness to Change
	Positive about change, responding flexibly and adapting to different ways of working. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge.
	Leading Change
	Inspires people to meet challenging goals, maintaining the momentum of change. Gives direction and states expectations clearly Talks positively about policing, creating enthusiasm and commitment Motivates staff by giving genuine praise, highlighting success and recognising good performance Gives honest and constructive feedback to help people understand their strengths and weaknesses Invests time in developing people by coaching and mentoring them, providing developmental opportunities for staff and encouraging them to take on new responsibilities
	Decision Making
	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.
	Working with Others
	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.
	Managing Performance
	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. Monitors delivery to ensure tasks have been completed to the right standard and tackles poor performance effectively.
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 – Leading Change	✓
Personal Quality – Openness to Change	
Personal Quality – Service Delivery	
Personal Quality – Managing Performance	
Personal Quality – Decision Making	✓
Personal Quality – Working with Others	✓