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OFFICIAL SWYDDOGOL

Role Profile

Role Title:	Assurance and Compliance Administration Support Officer
Grade:	Scale 5/6
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:	September 2026

THIS IS A POLITICALLY RESTRICTED POST

Role Purpose:

The Assurance and Compliance Administration Support Officer will provide support to the Assurance and Compliance team to ensure effective discharge of their statutory duties.

These will include, but not limited to, reading, logging and responding to public correspondence. Maintaining various databases and extracting data to assist performance management. Dealing with correspondence between the OPCC and key stakeholders.

Co-ordination of meetings relating to the portfolio area, including drafting agendas, preparing minutes and overseeing actions. Taking other administrative duties on that will support the wider team.

Main Responsibilities	Advice and Guidance • Manage correspondence and escalate where appropriate. • Give advice and guidance to customers, on the phone, face-to-face and electronic, on related area of work following standard procedures • May involve inspecting and reviewing situations for compliance • May involve taking and/or advising on appropriate action within remit • May involve responding to escalated queries from members of the public
	Administration • Putting administrative systems in place to monitor assess and improve standards and information when necessary • To undertake associated administrative duties • Quality assure records kept by the team



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	Finance • Ensure financial transactions are processed as required
	Organisation/Planning • Plan and organise allocated own work • Co-ordinate with other team members • Organise the availability of resources, including equipment, people and systems • Identify, propose and introduce improvements to the service provision • Contribute to departmental subject/functional/unit planning and resource allocation • Develop and agree a course of action covering the short and medium term • To organise and schedule events/meetings as directed
	Processes • To follow, create, improve and quality assure processes for use by self and others • Ensure various transactions are processed
	Record Keeping • Create, store, maintain, retrieve and update records/data both manual and electronic on a local and national systems • Quality assure data quality by team
	Customer Service and Representation • 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
	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



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	• Must have a good standard of education to at least GCSE A-C Level, including Maths and English, or be able to demonstrate equivalent skills and abilities.
Skills	Essential • Must be computer literate and proficient in Microsoft applications. • Able to act with discretion and confidentiality. • Organised with an ability to manage their own workload. Desirable • Welsh Language Level 2 – Can understand the essence of a conversation, convey basic information, contribute to meetings, transfer telephone calls and respond to simple requests in Welsh. Also introduce oneself and others by name, role, and location/organisation.
Knowledge	Essential • Experience of putting administrative systems in place to monitor assess and improve standards and information. • Must have experience of performance management and reporting. • Essential knowledge of the Data Protection Act 2018 • Knowledge of the PCCs role in the compliant system. • Ability to identify potential risks and escalate to senior leaders 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



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	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 Service Delivery Understands the organisation's objectives and priorities and how work fits into these Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate 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
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	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.
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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).



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All individuals of South Wales Police 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 work place bullying or any other form of discriminatory behaviour.

	Shortlisting
Qualifications	
Skills	✓
Knowledge	✓
Personal Quality – Serving the Public	
Personal Quality – Professionalism	✓
Personal Quality – Openness to Change	
Personal Quality – Service Delivery	
Personal Quality – Decision Making	
Personal Quality – Working with Others	✓