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| **Service:** | Policing, Fire and Crime |
| **Post title:** | Head of Public Confidence and Assurance |
| **Grade:** | HOS2 |
| **Responsible to:** | Director of Policing, Fire and Crime |
| **Staff managed:** | Manages a team of specialist professionals |
| **Date of issue:** | May 2025 |
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| Job context |
| The York and North Yorkshire Combined Authority was established in January 2024, with its first Mayor elected in May 2024. The Policing, Fire and Crime Directorate ensures that the Mayor’s strategic programme for policing, fire and crime is carried into effect. Providing, commissioning and overseeing services which meet the objectives, priorities and outcomes set out in the Police & Crime Plan and the Fire & Rescue Plan.  The Directorate of Policing, Fire and Crime (PFC) covers the Authority’s responsibility for providing an inclusive service to members of the public. Supporting victims of crimes, working to reduce reoffending and addressing the root causes of crime activity. Working in partnership with the community to enhancing community safety, the service ensures voices and concerns of the public are considered, in order to drive improvement in the delivery of public services.  The Head of Public Confidence and Assurance will be responsible for ensuring the holding to account of North Yorkshire Police (NYP) and North Yorkshire Fire and Rescue Service (NYFRS). The postholder will ensure that the service contribute to inclusivity and public confidence within NYP and NYFRS. They will oversee service projects and change initiatives ensuring there is a maximised return on investment and/or performance improvement within the constraints of time, finance and risk. They will be required to implement a responsive, evidence-based approach to scrutiny and assurance. As well as inputting into the Police & Crime Plan and Fire & Rescue Plan. The role will lead:   * The PFC Customer Service function (including independent scrutiny panels, standards, integrity, police/fire complaints and compliments, Deputy Mayor; PFC casework); * the PFC Inclusivity and Public Confidence function (including overseeing the joint programmes to promote equality, diversity, inclusivity and human rights compliance – and improving community public trust and confidence in the Services) * Assurance (implementing a responsive, evidence-based approach to scrutiny and assurance, providing constructive “critical friend” challenge; amplifying the voices and concerns of the public; operating as independent professionals who take responsibility for their role; driving improvement in public services. * Independent Custody Visits * Fire Authority Management, including the discharge of the Authority’s role as the governance body for the Fire and Rescue Service.   As a key part of the Directorate’s leadership team the post will be expected to play a lead role in the development of the organisation’s capacity, culture and capability, building a high performing culture, leading by example and shaping the organisation as it grows and builds trust locally with key stakeholders and nationally with Government.  The post of Head of Public Confidence is politically-restricted. |

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| Structure |

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| Job Description | |
| Job purpose | **Be a strategic lead within the Combined Authority, taking responsibility for the delivery of Public Confidence, Assurance, Customer Service and Inclusivity.** |
| Operational management | * Responsible for the creation, development, continuous improvement and successful programme management of the assurance model and frameworks to drive improvement in these public services. * Oversee the delivery of the Fire and Rescue and Police and Crime plans as appropriate. * Leading the customer service function ensuring, working with the Legal and Governance Team to deliver, independent scrutiny panels, Police and Fire complaints, compliments and casework. |
| Communications | * Provide subject matter expertise and advice to develop the agenda and hold NYP and NYFRS accountable. * Provide strategic, planning and service delivery advice to the Director of Policing, Fire and Crime and Chief Executive * To represent the Directorate and Combined Authority across, stakeholder partner and governmental relationships. * To promote the reputation and image of the services positively when responding to complaints or to media queries where appropriate. This may include responding to matters of a sensitive or controversial nature. |
| Partnership / corporate working | * Work in conjunction with partners, local government organisations and agencies to drive improvement in public services and public confidence. * Create, maintain and develop close partnership links with public, private and third sector partners to achieve the best support in delivering the Combined Authority’s priorities |
| Resource management | * Exercise professional leadership through managing staff , ensuring relevant professional and occupational standards are maintained. * Inspire, lead and line manage staff, taking responsibility for recruitment, appraisals and allocation of work. * Line management responsibility including the recruitment, appraisals and allocation of work. * Budget management responsibility and decision making from a delegated budget |
| Strategic management | * Document and manage function risks in relation to public confidence and assurance. * Oversee the joint and Directorate programmes promoting equality, diversity, inclusivity and human rights compliance, ensuring improvement in community public trust and confident in public services. * Lead on the strategic development and delivery of evidence-based policy for Governance and Accountability to achieve the Directorate priorities. * Serve as a member of the Directorate’s leadership team, delivering to the directorate and corporate agendas. * Support the integration of the Combined Authority culture and approach within the Public Confidence Service, providing clear objectives and priorities which filter through to individual and team objectives that encourages and promotes performance management and improvement * To ensure the Service delivers on its reporting and accountability obligations |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * A good understanding of the workings of public sector and the current issues faced in public sector organisations particularly the financial, legal and political context of public sector management * Knowledge of public sector partnership working. * A sound knowledge of relevant legislative frameworks * Knowledge of emergency services governance and collaborative working | * Knowledge of issues surrounding the operation of Combined Authorities including the requirements of the Fire and Rescue Plan and Police and Fire Plan |
| Experience   * Track record of working at a Senior Management level, developing solutions and undertaking strategic decision making * Experience of writing reports, policies and procedures * Experience at a senior level of public, private, third/voluntary or government sector scrutiny, accountability and oversight * Experience of managing services to meet Key Performance Indicators (KPIs) and Service Agreements |  |
| Occupational Skills   * High level analytical skills with the desire to ask difficult questions; be tenacious and find service improvements * Highest standards of integrity and probity and a demonstrable commitment to Equality, Diversity, Inclusivity and Human Rights * Excellent communication skills, strong negotiation and influencing skills. * The ability to lead - and play a key role as part of – across a complex public authority and across the partnership landscape. * The ability to think strategically and to appreciate the wider corporate and public interest needs * The ability to work on own initiative and self-motivate * The ability to prioritise and manage multiple work streams Ability to risk assess and make effective decisions balancing this alongside overall organisational goal * Political awareness and capacity for partnership working in a highly devolved and accountable service |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Educated to degree level or equivalent qualification or equivalent experience |  |
| Other Requirements   * Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. * Committed to the development and demonstration of the corporate vision, values and behaviours. * Committed to ensure equality and inclusion are demonstrated. * Highly motivated and not easily discouraged. * Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, members, external partners and other stakeholders. * A high degree of probity and integrity and work within the constraints of a publicly funded service. * A commitment to learning and achievement. * Able to travel for business purposes | * Membership of relevant professional body |
| Behaviours |  |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.