

# National Graduate Leadership Programme Operations Manager (fixed term contract)

JOB PACK

**POLICE:NOW**  
INFLUENCE FOR GENERATIONS

# THE POLICE NOW MISSION

**Our mission is to transform communities, reduce crime and anti-social behaviour, and increase the public's confidence in the police service by recruiting, developing and inspiring outstanding and diverse leaders in society and on the policing frontline.**

We are working towards a day when every community, whatever the socio-economic background of its residents, can thrive without being fearful of crime. We are looking for talented, committed and mission-aligned individuals who will drive us towards achieving our ambitions.

Police Now recruits and trains graduates and career changers with leadership potential to become inspirational police officers and outstanding crime fighters on our National Graduate Leadership Programme and our National Detective Programme. Beyond these programmes, our officers may join our Frontline Leadership Programme and be further developed giving them the best possible chance to progress through the policing ranks and have a lifelong connection with us.

Our 115-strong not-for-profit organisation aims to create systemic change. We need highly capable impactful staff to support the recruitment and development of our officers and to cultivate strong relationships with partner forces and the wider sector.

# OUR ETHOS

We hold ourselves and each other accountable for demonstrating **Police Now's Leadership Principles** through our actions:

- **Mission at the heart of everything we do:** we prioritise the mission in every decision we make, so that our actions are always contributing towards our goal of transforming communities through the people we bring into and progress through policing.
- **Integrity and honesty:** we act with integrity in everything we do, building relationships based on trust and respect; we communicate candidly, giving honest and compassionate feedback to each other so we can improve, and develop our talent.
- **Delivering the highest quality:** we are dedicated to delivering outstanding quality and professionalism to our partners, participants and candidates; we nurture and develop positive long-term relationships that are valued by our customers.
- **A passion for making an impact in policing:** we learn all we can about the experiences and challenges of frontline officers and participants, so that we can improve our programmes and maximise our impact on crime and confidence.
- **Innovative and open-minded:** we believe that anything is possible, including positive, lasting change in policing and communities; we empower and challenge each other to innovate across our work and programmes.
- **Personal responsibility:** we take personal responsibility for accelerating progress and solving problems, and to collaborate with colleagues across Police Now to deliver our commitments and goals.
- **Embrace diversity:** we value and celebrate everyone's diverse backgrounds, talents and leadership, and seek out different viewpoints and perspectives; we use these to educate ourselves and to inform decision-making.
- **Value the investment of public money:** we work hard to earn and be trusted with limited public resources; we actively prioritise activities that make the biggest impact towards our mission, and spend intelligently to make every penny count.

# DIVERSITY AND INCLUSION

Police Now touches the lives of the public through our work. In every element of our programmes, our work with forces and partners, and our HQ activities, we want to ensure that demography does not equal destiny. It is important that our workforce reflects the communities that we serve and are empowered to contribute their best. We are an equal opportunities employer committed to diversity and inclusion in policing and our Head Office.

## What have we done?

- We appointed an Executive Sponsor for Diversity and Inclusion, Chief Marketing Officer Clare Power. We also established a Diversity and Inclusion Board Committee in 2020.
- We utilise an accessibility toolkit within our application system that allow candidates to amend their page view to suit their needs, such as downloading audio files, change language settings, and amend font size and colours.
- We 'blind screen' to help remove potential implicit bias or adverse impact at the screening stages
- We assess genuine commitment and understanding to diversity and inclusivity throughout our recruitment stages.
- Diversity and inclusion is embedded in our performance and promotion frameworks as a key performance area.
- We complete an annual gender and ethnicity pay gap report.
- We measure both the representation and success of underrepresented groups on our programmes and within headquarters and interrogate the data so we can improve.

# THE ROLE: THE PURPOSE

**Title:** Operations Manager (National Graduate Leadership Programme)

**Line manager:** Head of National Graduate Leadership Programme

**Salary range:** £49,500 – £60,000 per annum, dependent on experience, plus £4,000 London weighting if applicable.

**Contract type:** 12-month FTC

## The purpose of your role

Police Now is seeking an Operations Manager (FTC) to work as part of the Programmes team for the National Graduate Leadership Programme (NGLP). This is an opportunity to be part of shaping our programme so that it delivers the highest quality pathway into policing and enables participants to have a real impact in their communities.

In this role you will be responsible for the end-to-end delivery of all operational aspects for our two-year programme, including our annual seven-week residential training academy and other in-person and digital events that take place as part of the programme. You will oversee the NGLP Operations team of 4, ensuring your staff are supported and equipped to play their part in delivering the programme whilst holding them to account for delivering high quality work in line with our mission and making best use of public money. As a manager you will contribute to the leadership of the whole NGLP team, using your expertise in operations and project management to support other managers and teams where needed.

The role will play a key part in the implementation of our new PCEP (police constable entry programme) programme and will need the ability to be creative and collaborative in supporting the development of the delivery model for this programme, as well as balancing budgets carefully.

**Start date:** Monday 12 August 2024

**Location:** Regular attendance at our London office is required, with an onsite requirement for our residential training academy between July – early September.

**Closing date:** 10am, Friday 26 July 2024

# THE ROLE: RESPONSIBILITIES

## What you'll do – the key responsibilities

- Lead, develop and retain a high performing, positive and resilient NGLP Operations team of four that works in collaboration with the whole of Police Now, supporting your direct reports to effectively provide operational expertise to a range of colleagues within the team.
- Translate the NGLP programme aims into operationally deliverable plans in collaboration with the Head of Department and other managers. Manage the team resource to support innovation of new ideas and high-quality programme delivery, whilst communicating clear expectations to the Operations team members.
- Responsible for maintaining strategic supplier relationships, including venues and security contractors.
- Act as the Operations Bronze (Operations Lead) for Police Now academies, ensuring operational delivery takes place to a high standard, and provide a high-quality participant and staff experience, assisting the Head of Academy in ensuring effective collaboration between teams.
- Oversee the operational delivery of assigned Police Now NGLP events as Event Lead, and where appropriate, delegate this responsibility to members of your team with support to ensure operational excellence for all programme events.
- Create and maintain templates and documentation which enable our events and operations to be excellent, achieving Police Now's strategy of quality, differentiation and sustainability.
- Effectively identify and manage risks to event deliverables, escalating where necessary.
- Identify and share best practice in event delivery, supporting your team and others to ensure they effectively implement new ideas and innovations, including how we can ensure that equity, diversity and inclusion is at the heart of our operational delivery.
- Oversee the design and implementation of the evaluation process for academies and events, both rapid-review and in-depth, always aiming for a consistently high-quality leadership development and police training experience.
- Oversee budgets related to the NGLP Operations team, equipping members of the team to be confident in budget management and cost tracking and liaising with other Managers on budget management for events

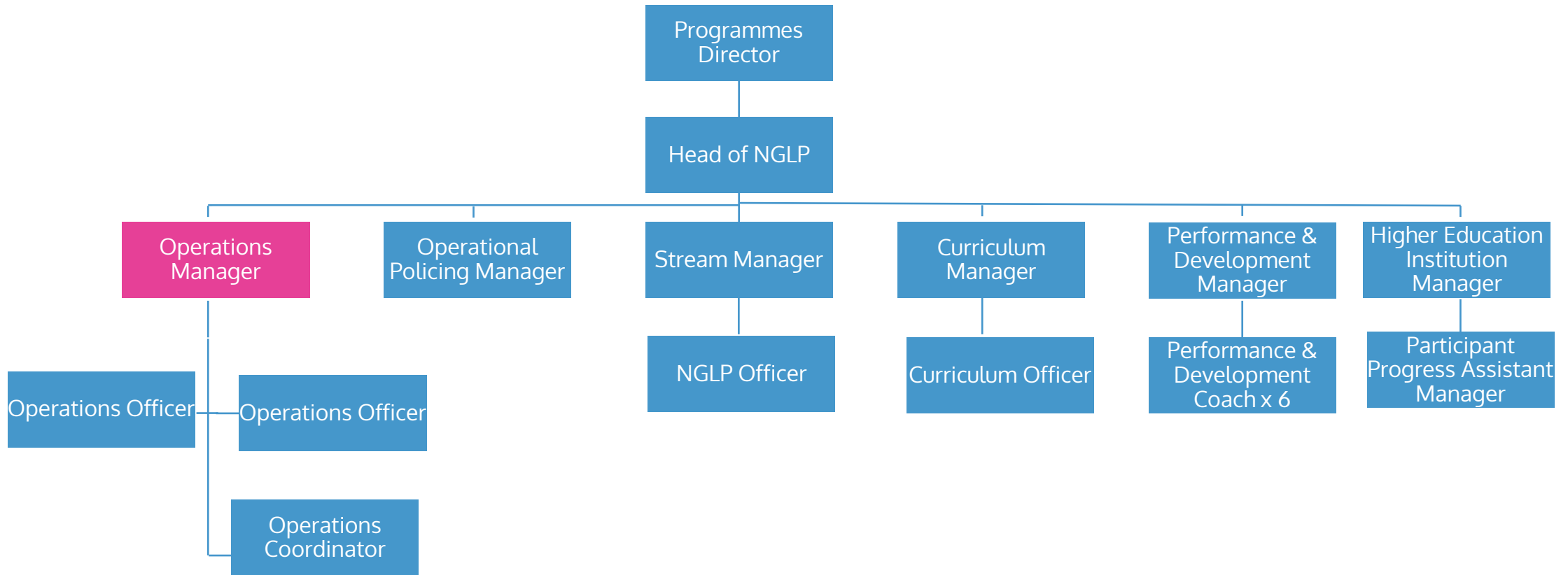
# THE ROLE: REQUIREMENTS

## What you'll need – the person specification

- Commitment to Police Now's mission and the ability to consistently work in line with our Leadership Principles.
- Project management expertise and experience, with outstanding attention to detail.
- Event management expertise and experience, with a passion for customer experience and best practice delivery.
- Ability to design and deliver processes and deliver feedback to those delivering content to ensure highest standards and providing structure to their continued professional development.
- Commitment to equity, diversity and inclusion within the team and as a thread that runs through content design and delivery.
- Outstanding presentation skills to communicate operational requirements to team members, seconded police officers and participants, to groups of up to 250.
- Ability to lead and line manage a resilient, positive and collaborative Operations Team.
- Able to collaborate with multiple teams and stakeholders of different levels of rank.
- Able to effectively manage risk and escalate appropriately.
- Strong budget forecasting and monitoring skills.
- Exceptional Microsoft skills, and an ability to use and effectively implement multiple software and programmes.
- Strong problem solving and decision-making skills, mixed with the ability to bring teams together to achieved shared goals.
- Knowledge of the policing sector or relevant transferrable experience.
- Ability to travel to London for regular team meetings and occasional travel nationally to events and to meet force partners.
- Willingness to be on site as a core member of the leadership team during the initial NGLP training academy. The academy runs from early July to early September and requires onsite delivery at our location in Bedfordshire for approximately seven weeks, while participants complete much of their training in a residential setting.

# THE ROLE: TEAM STRUCTURE

This position will fall within our National Graduate Leadership Programme team.



# HOW TO APPLY

**How to apply** - please click here <https://www.policenow.org.uk/work-for-us/> and submit your application

## What you can expect from our hiring process

The process may vary slightly to test for specific requirements, however you should expect the following:

- Submission of your CV and an application form
- A short telephone interview
- One or more face-to-face interviews

## Application deadline

10am on Friday 26<sup>th</sup> July

## Interview dates:

**First round interviews** – Monday 29<sup>th</sup> July – Wednesday 31<sup>st</sup> July

**Second round interview** – Friday 2<sup>nd</sup> August

## Need further help?

If you have any questions, or would like to discuss any reasonable adjustments, contact us by emailing [careers@policenow.org.uk](mailto:careers@policenow.org.uk).

**We view workforce diversity as a business imperative and strongly encourage applicants from all backgrounds and walks of life, particularly those who identify as an ethnic minority in the UK.**

# OUR BENEFITS



## Holiday

- 27 days of annual leave plus bank holiday
- One month paid sabbatical after five years' service
- Enhanced pay for employees (with 1+ or 2+ years' service) going on maternity, adoption and shared parental leave



## Flexible working

- Hybrid working model with both work from home and office working opportunities
- Opportunity for flexibility around core working hours (10:00-16:00) where required



## Health and wellbeing

- Monthly mental health coaching sessions
- Award winning Vitality Health insurance including access to an Employee Assistant Programme, and a large array of health, food and hospitality discounts
- Free VDU eye test
- Access to Occupational Health support assessments



## Learning and development

- Access to a central fund to support personal development and training
- Diversity and Inclusion training
- Regular Lunch and Learn sessions



## Community and Events

- Organisational and departmental off-site events
- Monthly all staff meeting to discuss organisational performance and strategy



## Pay and pension

- Clear and competitive salary structures, split by band, across the organisation.
- A pension with 6% employer contribution, with a 2% minimum employee contribution

# OUR MEMBERSHIPS



From Business Disability Forum

