

Independent Police Conduct Authority (IPCA)

Position Description

Position title:	<u>Principal Operations Adviser</u>
Location:	Wellington
Date of issue:	May 2023
Reports to:	General Manager
IPCA HR Ref:	

PURPOSE OF THE ROLE

The Principal Operations Advisers support the General Manager and Chair and contribute to the outcomes of the Authority through delivery of advice, specific projects and investigations, oversight of Police investigations, support for and mentoring of other staff, and overall quality assurance.

The Principal Operations Advisers are expected to possess technical knowledge and expertise sufficient to provide support, advice, and guidance to staff across the organisation, and to lead initiatives within their area of expertise or skillset. The area of expertise for this Principal Operations Adviser position is the provision of legal research, analysis and advice and policy development and compliance.

The position will liaise with staff throughout the organisation. To be successful, the Principal Operations Adviser must be able to effectively gain the support of Police and other key stakeholders and demonstrate an ability to lead through influence and without cutting across the accountabilities of other IPCA leaders.

ABOUT THE IPCA

The IPCA is an Independent Crown Entity established by the IPCA Act to investigate and resolve complaints against the Police. The Authority exists to enhance public trust and confidence that complaints about Police conduct and incidents involving death and serious bodily harm are fairly and impartially investigated or overseen, and grievances are appropriately addressed. It also makes recommendations for change in Police policy and practice which contributes to improved Police performance.

The Authority also serves as a National Preventive Mechanism (NPM) under the Crimes of Torture Act 1989, which implements the United Nations Optional Protocol to the Convention Against Torture (OPCAT). This involves inspecting and auditing reports on Police detention facilities throughout New Zealand to ensure that they are safe and humane and that they meet international standards.

The IPCA is governed by a Board, which is chaired by a Judge. The Chair is also the operational head of the IPCA.

The IPCA core values are independence, trustworthiness, accountability, timeliness, vigilance and integrity.

THE IPCA'S OPERATIONS GROUP

The IPCA Operations Group includes three functional service delivery areas: investigations; resolutions; and OPCAT.

The Operations Group is supported by a Corporate Team and Principal/Senior Operational Advisers who work across the Group.

Investigations

The Investigations Group (comprising two teams) is focused on the investigation, conduct, and conclusion of investigations into complaints against the Police, and incidents where death or serious bodily harm has resulted. This involves conducting independent investigations and also the oversight and review of Police investigations into complaints. They are responsible for writing final public reports, or letters for Police and complainants, which are appropriate to the level of investigation undertaken. They may support the work of the OPCAT function.

OPCAT

The Authority serves as NPM under the Crimes of Torture Act 1989, which implements the United Nations Optional Protocol to the Convention Against Torture (OPCAT). The OPCAT function has responsibility for fulfilling IPCA's obligations as a NPM. Positions supporting this function provide strategic advice, undertake inspections, follow up on recommendations made, and influence Police policy and process relating to Police custodial matters.

Resolution

The Resolution Group (comprising two teams) is responsible for receiving, assessing, categorising, managing and resolving complaints submitted to the IPCA that fall outside a Category A case requiring independent investigation by the IPCA. This includes communication with complainants, and liaison with the relevant Police Professional Conduct staff.

The Group also shares responsibility with the Investigations Group for overseeing and reviewing Category B cases referred back to Police for investigation.

THE IPCA'S CORPORATE TEAM

The Corporate Team provides sound, customer-oriented services (some outsourced) which ensure the IPCA's capability continues to develop and improve in alignment with wider government and state sector requirements, obligations and responsibilities. The Team provides enabling services and support to all areas of the IPCA to assist in the delivery of the IPCA's operational functions.

Major activities involve contributing to all aspects of business planning, strategy and policy development; delivering prudent financial management and reporting; producing accountability documents and establishing systems that are compliant with Crown entity reporting requirements; providing human resources management advice and services; ensuring (outsourced) information

technology systems and capability meet the needs of the organisation; providing communication services and products; monitoring and managing outsourced services; and maintaining administrative systems and processes across the organisation.

IMPORTANT RELATIONSHIPS

Internal:

- Chair
- General Manager
- Operations Managers
- Investigations and Resolution Group members
- Other Operational Advisers

External:

- Police Professional Conduct staff at PNHQ and in Districts
- Complainants and family members
- Subject and witness Police members
- Key external stakeholders
- Relevant professional contacts and liaison networks

KEY ACCOUNTABILITIES

The Principal Operations Adviser is accountable to the General Manager, who will monitor and review workload and performance and allocate and supervise tasks.

Accountability	Deliverables / Outcomes
Legal research and analysis	<p>Provide legal analysis and advice to the Chair, General Manager, Managers and staff as required.</p> <p>Research topics on behalf of the General Manager or Chair, analyse the information collected and report as required.</p> <p>Respond to threatened and actual legal action against the Authority, including engaging with external counsel where necessary.</p> <p>Respond to parliamentary petitions and other governmental inquiries.</p>
Specialist advice – strategy and systems thinking	<p>Provide high quality advice and recommendations on strategy and operational systems to the General Manager, Chair, and Board as required.</p> <p>Identify and drive initiatives to support the strategic direction of the organisation.</p> <p>Identify and respond to critical issues and risks.</p> <p>Create and present training on relevant legal, operational and policy matters as required.</p> <p>Develop and maintain a knowledge base of relevant materials for use across the organisation.</p>

Accountability	Deliverables / Outcomes
Policy	<p>Ensure compliance with external and organisational laws, regulations, guidelines and policies, developing and updating policies and guidelines as required.</p> <p>Work internally and with other agencies to look at existing or proposed legislation to consider potential impacts upon the Authority's work and/or obligations, and to consider legislative amendment where appropriate to enable the Authority to perform its statutory functions.</p> <p>Where directed managed oversight of the recommendations/subsequent Police actions/lessons learnt workstreams. Assist in identifying and formulating appropriate recommendations/lessons learnt submissions; building partnerships with relevant Police stakeholders; monitoring compliance.</p>
Project leadership	<p>Where directed develop, lead, oversee and manage assigned thematic projects, including the development of key milestones, timelines, consultation processes, risk analysis and resourcing requirements.</p> <p>Lead or assist with other operational matters across the organisation as required.</p> <p>Provide timely and accurate reporting on the current status of projects and identify risks.</p> <p>Work with Investigations and Resolution team members, Police, and other Authority stakeholders to deliver on projects.</p> <p>Provide documentation as appropriate to the size of the project if required.</p> <p>Deliver against a schedule to achieve milestones.</p>
Quality control and assurance	<p>Review draft public reports and letters from both the Investigations and Resolution Groups before finalisation.</p> <p>Otherwise assist the Chair, General Manager and Managers with the control and assurance of the quality of operational and corporate outputs.</p>
Advice and mentoring	<p>Provide legal or operational advice to staff across the organisation as requested.</p> <p>Advise, assist coach and mentor operational staff as required.</p>
Research and analysis	<p>Research topics on behalf of the General Manager or Chair, analyse the information collected and report as required.</p>
Relationship management	<p>Work collaboratively with all staff.</p> <p>Contribute to a positive team environment.</p> <p>Promote and model IPCA values.</p>

Accountability	Deliverables / Outcomes
	<p>Contribute productively at meetings.</p> <p>Maintain cooperative relationships with all IPCA staff.</p> <p>Maintain cooperative relationships with external stakeholders as appropriate for the role.</p>

COMPETENCIES

Competency	Evidence
Organisation and planning	<p>Effectively manages workload and can deliver on commitments in an accurate and timely manner (including meeting tight timeframes) with enthusiasm.</p> <p>Coordinates and manages the deployment of human and/or financial resources within a team or programme of work where required.</p> <p>Displays awareness of — and ensures compliance with — the rules and policies of the organisation, and consistent with this, recommends best practice approaches.</p> <p>Maintains awareness of own work and progress against target dates and milestones.</p> <p>Remains aware of issues supporting or hindering progress and anticipates potential challenges.</p> <p>Ensures that contingency plans are in place to respond to changing environments.</p>
High-quality delivery	<p>Manages multiple priorities effectively and keeps track of and measures outcomes against a standard of excellence.</p> <p>Develops clear, challenging but achievable goals.</p> <p>Maintains commitment to goals in the face of obstacles and frustrations.</p> <p>Develops and uses systems, tools, approaches, or methods to track information on quality.</p> <p>Develops and implements standards and/or controls to improve quality of information.</p> <p>Recognises and supports improvements to existing systems and procedures.</p>
Problem-solving	<p>Thinks methodically, establishes and maintains sound processes and systems, and responds quickly to complex issues.</p> <p>Generates creative and practical ideas and solutions to problems.</p> <p>Analyses and interprets facts to assess their compliance with law, policy and procedure in a rigorous and organised way.</p>

Competency	Evidence
	<p>Analyses large amounts of information and identifies relevant issues and questions quickly.</p> <p>Processes information from diverse sources.</p>
Judgement	<p>Acts in an impartial, fair and sensitive manner.</p> <p>Uses diplomacy and tact.</p> <p>Develops and forms decisions and opinions based on objective analysis.</p> <p>Assesses situations or circumstances and draws sound conclusions applying common sense and sound analysis.</p> <p>Deals with sensitive, confidential and disturbing or offensive material.</p> <p>Understands and identifies risk, and takes this into account when making decisions or recommendations</p> <p>Demonstrates exemplary judgement by viewing complex issues from various angles and considering alternate solutions and their impacts.</p>
Decision-making	<p>Maintains a broad perspective, respects the competence and responsibilities of others, and delegates decision making and accountability appropriately.</p> <p>Takes full responsibility for his/her decisions and the actions of any staff members supervised and remains open to revisiting a decision to address changing circumstances.</p> <p>Ensures that confidentiality is maintained where appropriate during the decision-making process.</p> <p>Consults where appropriate prior to making difficult and sensitive decisions on behalf of the organisation.</p>

PERSON SPECIFICATION

Education, Knowledge, Experience

Required:

- A legal qualification (i.e. an LLB) and significant post qualification experience
- Experience in legal research and presentation of legal analysis to senior management and/or a Board
- Experience in policy analysis and development, particularly in an operational setting
- Experience managing and undertaking projects
- Experience in general research, analysis and reporting
- Good knowledge of Machinery of Government including Cabinet and Parliamentary processes, budget and central agency processes and requirements, the Office of the Auditor-General, and Privacy Act requirements.
- Experience and proven ability in engaging and communicating effectively with external stakeholders
- Experience in working with, or sound knowledge of, Police or other law enforcement agencies

Desirable:

- Experience in managing or mentoring staff
- Experienced with risk mitigation
- Experienced with quality assurance processes/monitoring