

Independent Police Conduct Authority (IPCA)

Position Description

Position title:	Senior Operations Adviser
IPCA Team:	Investigations or Assurance
Location:	Wellington
Date of issue:	June 2024
Reports to:	Manager Investigations or Manager Assurance
IPCA HR Ref:	

PURPOSE OF THE ROLE

The Senior Operations Adviser (SOA) may be assigned into either the Investigations or the Assurance Team.

The SOA will contribute to the delivery of required outcomes of the Authority by providing operational policy analysis, legal analysis, and quality assurance across all of IPCA.

The SOA will support the Operations Group with formulating data insights from cases, the drafting, editing and quality assurance of Cat A and B reports and summaries and coordinating the publications process for assigned work.

Regardless of which team an SOA is in, at times they may need to provide support to the other team.

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 an appropriate authority under the Protected Disclosures (Protection of Whistleblowers) Act 2022.

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'S OPERATIONS GROUP

The IPCA Operations Group includes three functional service delivery areas: investigations; resolutions; and assurance which are all contributed to and supported by the Corporate Team.

The Operations Group are responsible for the following areas:

Investigations

The Investigations Team 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. They are responsible for writing final public reports, or letters for Police and complainants, which are appropriate to the level of investigation undertaken.

Resolutions

The Resolutions Team is responsible for receiving, assessing, categorising, managing and resolving complaints submitted to the IPCA that do not require formal investigation by Police or the Authority (Category C or D). This includes communication with complainants, and liaison with the relevant Police Professional Conduct staff.

Assurance

The Assurance Team is responsible for:

- Cat B Investigation oversight.
- OPCAT work programme.
- Management of assigned portfolios, including but not limited to Recommendations to Police and monitoring of implementation.
- Management and co-ordination of assurance focused work programmes, including but not limited to management and co-ordination of the Quality Assurance Framework.

IMPORTANT RELATIONSHIPS

Internal:

The IPCA is a small organisation where the teams work collaboratively. This position can expect to have relationships with staff across the organisation including the IPCA Chair, Board members and General Manager as well as their immediate colleagues.

External:

- Police Professional Conduct staff at PNHQ and in Districts
- Key external stakeholders
- Relevant professional contacts and liaison networks

KEY ACCOUNTABILITIES

Accountability	Deliverables / Outcomes
Reports and other written outputs	<ul style="list-style-type: none"> • Draft complex public reports, significant letters and other documents as required ensuring compliance to IPCA standards. • Ensure work is delivered within designated timelines. • Review draft reports and letters prepared by other caseholders, edit and structure content to ensure all documents are of a high standard, conform to IPCA style guides, and are accurate and appropriate to the intended recipients. • Draft or review media statements and website material as required. • Coordinate the publications process for reports as assigned.
Quality control and assurance	<ul style="list-style-type: none"> • Maintain and update the editorial style manual and template documents as required. • Undertake reviews and edits of documents as required including random sampling for quality assurance purposes. • Ensure quality assurance controls are met. • Provide strong quality assurance to operational outputs and corporate outputs as needed.
Research and analysis	<ul style="list-style-type: none"> • Research topics on behalf of the Managers and Chair, analyse information collected and report as required. • Support Investigations and Assurance team by providing analysis of evidence. • Support the provision of quantitative and qualitative data analysis work for Cat A and Cat B cases as directed. • Identify any matters of Police policy, practice and procedure that need to be changed or clarified and draw these to the attention of either the Manager Investigations or Manager Assurance.
Advice	<ul style="list-style-type: none"> • Provide operational advice to staff across the organisation as requested. • Assist with induction and mentoring of IPCA staff concerning writing skills and expectations.
Relationship management	<ul style="list-style-type: none"> • Work collaboratively with all staff, contribute to a positive team environment and provide support to colleagues. • Promote and model IPCA values. • Develop and maintain effective relationships with external stakeholders.

Accountability	Deliverables / Outcomes
Business processes and practices	<ul style="list-style-type: none"> • Adhere to the IPCA document structure and maintain accurate database records. • Use IPCA resources efficiently and effectively. • Maintain the confidentiality of all information acquired in the exercise of the IPCA's functions. • Maintain a sound and current knowledge of relevant legislation, and Police practices, policies and procedures
General	<p>As required:</p> <ul style="list-style-type: none"> • Support the Investigations and Assurance teams with Cat A and Cat B investigations if required. (May at times hold a Cat B caseload) • Management of assigned portfolios, including but not limited to Recommendations to Police and monitoring of implementation. • Support the management and co-ordination of assurance focused work programmes, including but not limited to the Quality Assurance Framework • Assist on projects • Undertake such activities and assignments as may be reasonably required by the IPCA from time to time.

COMPETENCIES

Competency	Evidence
High-quality delivery	<ul style="list-style-type: none"> • Manages multiple priorities effectively and keeps track of and measures outcomes against a standard of excellence. • Effectively manages workload and is able to deliver on commitments in an accurate and timely manner (including meeting tight timeframes). • Displays awareness of — and ensures compliance with — the rules and policies of the organisation, and consistent with this, recommends best practice approaches. • Remains aware of issues supporting or hindering progress and anticipates potential challenges. • Ensures that contingency plans are in place to respond to changing environments.

Competency	Evidence
	<ul style="list-style-type: none"> Recognises and supports improvements to existing systems and procedures.
Problem-solving	<ul style="list-style-type: none"> Thinks methodically, establishes and maintains sound processes and systems, and responds quickly to complex issues. Generates creative and practical ideas and solutions to problems. Analyses and interprets facts to assess their compliance with law, policy and procedure in a rigorous and organised way. Analyses large amounts of information and identifies relevant issues and questions quickly. Processes information from diverse sources.
Judgement	<ul style="list-style-type: none"> Acts in an impartial, fair and sensitive manner. Uses diplomacy and tact. Develops and forms decisions and opinions based on objective analysis. Assesses situations or circumstances and draws sound conclusions applying common sense and sound analysis. Deals with sensitive, confidential and disturbing or offensive material.
Communication	<ul style="list-style-type: none"> Demonstrates excellent written and verbal communication skills. Communicates effectively with a wide range of individuals. Displays empathy and sensitivity in distressing and highly emotional situations.
Flexibility	<ul style="list-style-type: none"> Can effectively cope with change. Can adapt style and approach to meet changing circumstances.
Self-development	<ul style="list-style-type: none"> Knows personal strengths, weaknesses, opportunities and limits. Gains insight from mistakes. Is open to constructive criticism. Is personally committed to and actively works to continuously improve. Understands that different situations and levels may call for different skills and approaches. Learns quickly when facing new situations. Is aware of own reaction to disturbing or offensive material.
Organisational Cultural Commitment	<p>Contribute to the Authority's cultural commitment of:</p> <ul style="list-style-type: none"> Recognising the constitutional status of Te Tiriti o Waitangi/The Treaty of Waitangi. Using best endeavours to act consistently with Te Tiriti o Waitangi/The Treaty of Waitangi and ensure that our policies, practices, and procedures reflect this commitment.

Competency	Evidence
	<ul style="list-style-type: none"> • Seeking to deepen collective of understanding of te ao Māori and knowledge of tikanga Māori. • Supporting staff who wish to learn te reo and promote and encourage the use of te reo Māori in the workplace. • Building capacity to engage with Māori.
Technical knowledge	<ul style="list-style-type: none"> • Demonstrate the qualifications, skills, knowledge, and experience required to successfully undertake the position (detailed in the person specification of the position description)

PERSON SPECIFICATION

Education, Skills, Knowledge, Experience

Required:

- A relevant tertiary qualification eg: legal, policy, English literature.
- Previous experience writing reports covering complex material.
- Ability to absorb and understand new information.
- Ability to research and analyse a breadth of information and structure it coherently in report writing.
- Experience in a position that demonstrates strong analytical skills.
- Proven ability to plan and deliver to agreed timeframes.
- Expert writing skills and experience in editing.

Desirable:

- Understanding of the role and functions of Police or other law enforcement agencies.
- Experience in developing or reviewing operational policy and procedures.
- Experience or understanding of criminal law.
- Knowledge of Machinery of Government.