



Role Profile

Role Profile Part 1			
Role title	Office Manager & Executive Assistant to the Chief Constable	Grade	PO2
Dept/Area	Chief Officer Support	Vetting level	MV + SC
Responsible to	Chief of Staff	Staff line managed	All EAs, PAs and administrative roles within COG Support, and the Executive Driver
Reviewed by (line manager)	Inspector Sarah Warner, Chief of Staff	Date	22/12/2025
Purpose of job	Working to the Chief of Staff, and with the DCC's Staff Officer, oversee day-to-day operations, providing comprehensive office management and executive support services.		
Key accountabilities	1. Coordinate the Chief Constable's office, ensuring the effectiveness, resilience and efficiency of the executive support provided to the Chief Constable and chief officers. 2. Develop and maintain an extensive professional network both internally and externally, including key local and national stakeholders. 3. Manage and coordinate the strategic and governance meeting planning cycle for the Chief Constable and other force strategic meetings, ensuring that all key engagements and meetings are organised, and oversee the management of these. 4. Proactively review existing processes and ways of working to reduce demand, identify efficiencies and improve productivity across COG Support. 5. Act as the senior point of contact for enquiries into the Chief Officer Group. Oversee the management and handling of all written, electronic and telephone correspondence passing through the Chief Officer Group,		



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ensuring work is prioritised effectively, adhering to service level agreements and deadlines, and that appropriate action is taken in relation to a wide range of enquiries, documents, authorities, reports and correspondence including complaints, freedom of information requests and enquiries. Ensure all physical and electronic records and telephone contacts are effectively managed, recorded as necessary and stored appropriately.

6. Coordinate and manage the Chief Constable's engagements, ensuring that all supporting material is available and that the Chief Constable is appropriately briefed and supported at all times (including when out of the office), planning long-term as well as short-term, and in response to developing events/priorities.
7. Assist the Chief Constable and Chief of Staff with projects and research, helping to coordinate, collate and track progress to ensure timely and efficient execution.
8. Line manage, direct and coordinate the Executive Assistants, Personal Assistants, Administrators and the Executive Driver in supporting the Chief Constable and chief officers, managing their:
 - Workload and capacity;
 - Performance and delivery;
 - Welfare and wellbeing; and
 - Continuous professional development.
9. Manage succession planning and recruitment, and balance day-to-day resourcing, to ensure seamless administrative support across the Chief Officer Group. Work closely with the DCC's staff officer to coordinate administrative/staff officer absence. Oversee chief officer leave, escalating potential clashes/gaps in cover to the DCC. Onboard all new joiners to the Chief Officer/Chief Officer Support Group.
10. Working with the Chief of Staff, act as a point of contact for Management Assistants:



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	• Maintain and develop a pipeline of potential Personal Assistants; • Review and maintain their role profile; • Review resilience and distribution forcewide; and • Assist in the design, coordination and delivery of centralised CPD. 11. Work with the force lead for Reward & Recognition and the Chief of Staff to deliver meaningful forcewide reward and recognition, focusing on: • Administration of the Chief Constable's peer panel and links with Head of Command peer panels; • Planning and delivery of Chief Constable's awards ceremonies and retirement events; • Coordination of Royal Humane Society submissions/awards and Long Service and Good Conduct medals/coins; and • Coordination of Higher honours submissions and garden party/special event invites, alongside provision of funeral drapes. 12. Give regular and effective service. Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire & Isle of Wight Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile, but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.
Additional requirements	High profile position, which demands a consistently high performance. The post holder has access to a wide range of operational, organisational and politically sensitive material, and will have unique levels of contact with many key stakeholders, internally and externally. Confidentiality, discretion, good judgement and well-developed diplomatic skills are constantly required.



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The post holder has full responsibility for arranging and maintaining a programme of regular strategic and governance meetings as well as high profile stakeholder visits and engagements, ensuring that the conventions and protocols which govern such events are followed.

The scheduling and maintenance of meetings and engagements within the Chief Constable's diary is complex. The Chief Constable's diary operates beyond normal working hours, involves breakfast, evening and weekend meetings, and is subject to frequent change to meet shifting demands and priorities. The post holder must be able to assess and prioritise requests on a daily basis to assist the Chief Constable in managing a busy and fast-moving schedule, and exercise considerable tact and diplomacy in managing the relationship with participants in events which are rescheduled. The post holder must frequently make decisions on behalf of the Chief Constable without consultation.

Frequent travel within Hampshire and the Isle of Wight, and occasionally nationally, will be required. The post holder therefore needs to have the ability to travel as necessary. There may also be a requirement to work unsocial hours occasionally in order to respond to operational demands, for which the appropriate recompense will be paid.

Miscellaneous:

- Must hold the appropriate vetting level.
- Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data.
- All officers and staff must be aware of risk in relation to their role; please view the appropriate Health & Safety Risk Assessment for the role.



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Role Profile Part 2			
Education/ Qualifications	Essential: 1. Educated to QCF Level 6, OR directly relevant previous experience deemed to have brought the post holder to a comparable level.		
Experience and skills	Essential: 1. Extensive business administration experience and proven ability to research, collate and analyse information from a range of sources, drawing appropriate conclusions and formulating recommendations. 2. Recent management experience, with proven ability to lead, develop and motivate a team and to oversee the effective operation of a shared service support function. Highly organised, flexible and motivated to work to exacting deadlines. 3. Knowledge of the police service, and a proven ability to develop and apply a sound strategic understanding and awareness. 4. Effective interpersonal and communication skills which adapt to all levels of the organisation, with the ability to present information clearly and persuasively to internal and external audiences applying diplomacy, integrity and discretion. 5. Proven ability to work using own initiative with a critical eye for detail, applying exemplary skills in problem-solving, planning, prioritising and organising complex workloads and high-profile events. Resilience and the ability to deal effectively with volume and complexity. 6. Proven ability to plan a complex range of activities over short, medium and long timescales, with the flexibility to adapt to developing situations or changing priorities. 7. Proven experience of researching and preparing presentations and speeches at an executive level. 8. Must be able to use common office software to a high standard, plus an ability to get the most out of innovative application of IT systems. 9. Knowledge of government, political, partnership, communities and key stakeholder groups.		
Approved by People Services	Julian Kloppenborg	Date	22/12/2025



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Role Profile Part 3 (2024)

Competencies

All roles are expected to know, understand and act within the ethics and values of the Police Service.

[We are Emotionally Aware](#)

Level 2

[We Take Ownership](#)

Level 2

[We are collaborative](#)

Level 2

[We Support and Inspire](#)

Level 2

[We Analyse Critically](#)

Level 2

[We are Innovative and Open Minded](#)

Level 2



Underpinning Values

[Courage](#)

[Respect and Empathy](#)

[Public Service](#)

Initial Development Skills for new to role period

All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required.

Continuing Professional Development

Bespoke CPD to be agreed with Chief of Staff, alongside forcewide mandatory training.