



# SUFFOLK CONSTABULARY

## **JOB DESCRIPTION**

<b>Post:</b>	Improvement and Innovation Officer	
<b>Grade:</b>	Band E	<b>Job Evaluation Ref:</b> C1000
<b>District/Department:</b>	Corporate Improvement and Innovation Team	
<b>Sector/Section:</b>	2025 Team	
<b>Location:</b>	PHQ (Martlesham)	
<b>Reporting to:</b>	Improvement and Innovation Coordinator	

## **ACTIVITIES AND RESPONSIBILITIES OF THE POST**

### **1. Principal purpose of the role**

Contribute to projects being undertaken by the Suffolk 2025 team aimed at service improvement including research to identify evidence based policing techniques, proposing innovative ways of working to support the Chief Constables future planning, evaluating results and making recommendations based on what works.

### **2. Main activities of the role *(This list is not exhaustive)***

- Promote and present Improvement and Innovation initiatives within and outside of Suffolk Constabulary as required.
- Undertake research of the existing evidence base of what works in policing as well as private commerce.
- Scoping, planning and facilitation of original research through pilots and trialling of new ways of working. Evaluating the results and making SMART recommendations to facilitate change and improvement within Suffolk Constabulary.
- Analyse and interpret data gathered through original research or a review of the evidence in order to make recommendations for the best course of action.
- Responsible for undertaking engagement activities including workshops, focus groups and benchmarking ensuring a sound evidence basis on which findings will inform strategic decision-making processes.
- Liaise with external bodies such as HMICFRS and College of Policing to keep up to date with recent developments in national practice in order to inform future work and identify areas for improvement.
- Produce written reports and briefings of findings, as required, utilising innovative approaches to communication to maximise the impact and understanding of different audiences.
- Provide specialist advice in respect of improvement, innovation and evaluation activities.
- Build effective working relationships with customers, partners, external bodies and colleagues.

- Support inspection activity from external bodies such as HMICFRS, to include but not limited to, facilitation of document and data requests, organisation of fieldwork visits and conducting research in response to recommendations and areas for improvement.
- Any other duties commensurate with the role and grade as may reasonably be requested by line management.

### **3. Special conditions/Points to note**

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments within Suffolk Constabulary as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies.
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

## **PERSON SPECIFICATION**

**Post:** Improvement and Innovation Officer

**District/Department:** Corporate Improvement and Innovation Team

**Location:** PHQ (Martlesham)

### **Essential Criteria**

1. Experience of researching and undertaking projects aimed at improving structures, processes or service delivery.
2. Demonstrate knowledge and experience of applying qualitative and quantitative research methods.
3. Experience of writing detailed reports and the ability to present findings verbally in formal and informal settings.
4. Ability to develop strong professional relationships with colleagues, customers and stakeholders.
5. Ability to evaluate outcomes from project work, developing SMART recommendations as a result of your findings.
6. Experience of using Microsoft applications, particularly Word, PowerPoint and Excel.
7. Ability to travel as required throughout Norfolk and Suffolk and to other locations as appropriate.

### **Desirable Criteria**

1. Working knowledge of Evidence Based Policing principles.
2. Knowledge of Continuous Improvement techniques such as LEAN or Six Sigma.