

# Information Pack

## for the appointment of Head of Medical Services

Salary £58,455 - £64,523 per annum



# North Wales Police



**HEDDLU  
GOGLEDD CYMRU**  
NORTH WALES  
POLICE

**Yn gwneud Gogledd Cymru'r lle mwyaf diogel i fyw, gweithio ac ymweld yn y DU  
Making North Wales the safest place to live, work and visit in the UK**

# Foreword from the Chief Constable

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**I would like to begin by thanking you for your interest in the role of Head of Medical Services in North Wales Police.**

I hope this recruitment pack adds further to that interest and that after reading it you will be minded applying for what is a challenging, important and extremely rewarding role.

North Wales is a great place to live and work, boasting busy cities, towns and villages alongside the stunning natural beauty of its coastline and mountains which inevitably attract high numbers of visitors to the area each year. Together we aim to make it the safest place to live, work and visit in the UK.

North Wales is diverse and unique, and our policing approach must be one that reflects and represents our communities.

Our three policing priorities are simple. We need to:

- Be visible and engaging with our communities
- Focus on the basics of fighting, preventing and reducing crime
- Provide an excellent service to victims.

Achieving these priorities will ensure that the organisation delivers three key outcomes for its communities:

- Increasing trust, confidence and legitimacy
- Providing excellent service delivery and
- Being fit for the future as an organisation.

I believe that with our strong delivery plans in these areas we will see North Wales go from strength to strength, and our policing priorities will not only be met and maintained, but also exceeded.

The role of Head of Medical Services is vital to the delivery of these priorities and outcomes and the successful applicant will have a great opportunity to take the North Wales Police people agenda to the next level, building on the foundations of their predecessor.

The role is high profile and visible within the Force reporting directly into the Head of People Services.

As an organisation we continue to promote values which incorporate diversity, equality, and inclusion to reflect the communities we serve.

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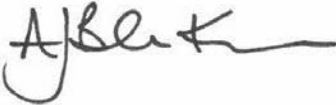


**Amanda Blakeman**  
Chief Constable

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We are committed to being a bilingual organisation and you will be expected to demonstrate a positive approach to the Welsh language.

Should you have any queries regarding the process or your application then please contact Tracy Hawthorne at [Tracy.Hawthorne@northwales.police.uk](mailto:Tracy.Hawthorne@northwales.police.uk). Once again, thank you for considering this important role within North Wales Police and I wish you every success with your application.



**Amanda Blakeman**

Chief Constable

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# Vision and Priorities

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Our Vision is to make North Wales the safest place to live, work and visit in the UK.

Our Plan on a Page sets out in one place how North Wales Police will deliver its strategy:

Our three policing priorities balance the full range of operational policing activity required to support the delivery of the Police and Crime Plan.

The delivery of all our policing services and functions is built on our standards and values.

Underpinning our plan are five key areas of focus which are required to support our successful delivery for the communities we serve.

Finally, our outcomes set out our ambitions, how we will achieve these and how we will measure our success.



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## OUR PRIORITIES

Our three priorities are:



**Being visible to  
and engaging with  
our communities**



**Focusing on the basics  
of fighting, preventing  
and reducing crime**



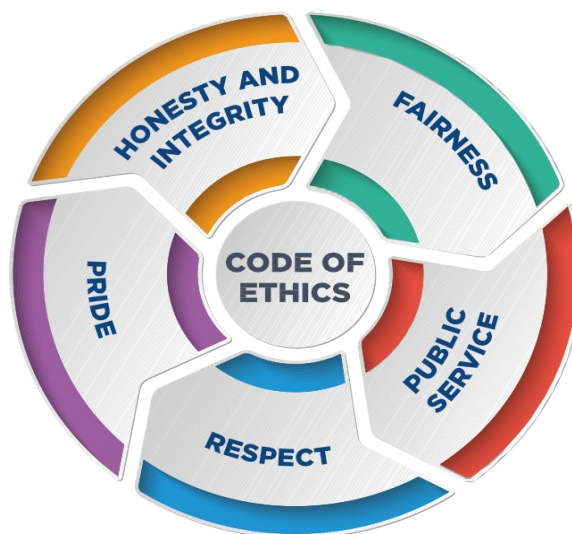
**Providing an excellent  
service to victims**

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## OUR ORGANISATIONAL VALUES

- o Our values are about who we are, what we stand for and how we act in order to work together to make North Wales the safest place to live, work and visit in the UK.
- o In all that we do, we work to the Code of Ethics, which sets out the principles and standards of behaviour that promote, reinforce and support the highest standards of policing. Our values and what they mean to staff are shown below:



### HONESTY AND INTEGRITY

- o We will be honest and act with integrity at all times and will not compromise or abuse our position.

### FAIRNESS

- o We act in a consistent, transparent and just manner, understanding and treating people according to their needs. We treat people well and keep our promises.

### PRIDE

- o We are passionate and proud to serve our communities, and we value all our dedicated colleagues who seek to achieve and maintain the highest standards of policing across North Wales.

### PUBLIC SERVICE

- o We act in the interest of the public, first and foremost and will always provide the best possible service.

### RESPECT

- o We treat members of the public and colleagues with respect and courtesy. We will use our powers and authority lawfully and proportionately and will respect the rights of all individuals.
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## OUR APPROACH

- o Underpinning our three priorities and outcomes are five cross-cutting key areas of focus to support successful delivery. These key areas are:



## OUR VFM OBJECTIVES

Of particular importance to this role are our objectives regarding Value for Money which are expanded on briefly below. We will:

- o Ensure our financial model is sustainable and allows investment in the change needed to protect the efficiency and effectiveness of the force in the future.
- o Ensure value for money is an integral part of all actions and decisions and runs through our culture.
- o Prioritise resources to align spending plans the Chief Constable's Vision and the Police and Crime Commissioner's strategic objectives as set out in their Police and Crime Plan.
- o Exercise probity, prudence and strong financial control.
- o Manage risk, including maintaining reserves at a suitable level whilst only incurring a sustainable level of debt.

# Head of Medical Services Role Profile

## Overall Purpose Of Job

To lead the four main areas of Medical Services for North Wales Police

- Occupational Health Services
- Wellbeing Services

As a subject matter expert provides specialist advice and strategic direction to the Force and has accountability on all aspects of advice on clinical governance and medical related issues.

The role is a strategic role that works closely with the Force Medical Advisor (FMA). The FMA is a contracted Doctor.

## Duties and

- o To be involved in local, regional and national meetings including responsibility for chairing meetings, for example Clinical Governance Board.
  - o To undertake clinical work where cases are not taken to the Force Medical Advisor.
  - o To triage the work within the department to ensure delivery and allocation of workload to Occupational Health Manager.
  - o To deliver the implementation of a new case management system into Occupational Health Services
  - o To ensure the delivery of the People Strategy and Delivery Plan.
  - o Take accountability for ensuring department policies are reviewed and updated annually or following incidents (ensuring robust Clinical Governance processes are in place).
  - o To provide advice and guidance on clinical matters to key stakeholders internal and external of the Force.
  - o Leadership of the Medical Services Teams to include maintenance of contemporaneous and up to date documentation in line with the code of conduct offered by the Nursing and Midwifery Council and requirements, recruitment and retention of staff and PACE Act.
  - o Management of contracts, tender agreements and outsourced services used within the Medical Services.
  - o Delegate clinical responsibility and tasks to others who have the ability to deliver the desired results, which makes optimum use of colleagues' abilities while providing learning opportunities.
  - o Engage with senior managers within relevant Health Boards to maximise scope for developing and strengthening pathways of care between North Wales Police and the NHS with regards to:
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- Occupational Health Services
  - Wellbeing Services
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- o Ensure accurate completion of management reports which contribute to an executive paper which is reviewed monthly by the NPCC and the PCC.
  - o Ensure any clinical incidents or complaints are fully documented and if applicable that the appropriate senior manager is informed and commence the investigation.
  - o Ensure North Wales Police have robust safeguarding processes in place for the safe and effective delivery of services for members of the public and Force staff that are either at risk or have come to harm prior to attending Occupational Health/Wellbeing Services.
  - o Manage the Ill Health Retirement process liaising with third party Selected Medical Practitioner (SMP) and ownership of the subsequent reports to be submitted to Head of People and Organisational Development.
  - o Undertake and delegate the management and organisation of care provision for services delivered and directly commissioned while coordinating the management of North Wales Police Healthcare Services (clinical and administrative).
  - o Responsibility for owning and driving forward the Welfare and Wellbeing Agenda, including the ownership of the critical incident de-briefing process, peer support network and the implementation of national frameworks such as the Blue Light Wellbeing Framework.
  - o To ensure specialist Occupational Health advice is provided to assist the Force manage sickness absence, rehabilitation processes, work adjustments and the promotion of health and well-being.
  - o To have overall responsibility for the Medical Services Budget and private treatment scheme.
  - o To manage and implement preventative health surveillance and interventions such as hepatitis vaccination programme for Force members exposed to particular hazards at work.
  - o To undertake specialist Occupational Health consulting to assist complex cases and manage risk registers.
  - o To regularly undertake clinical audits to ensure we comply with clinical governance Standards.
  - o To provide day to day line management of employees, including the proactive management of workplace health and wellbeing.
  - o To deal with employee conduct, performance and attendance matters in adherence to Force policy.
  - o To effectively analyse performance of the work area, utilising continuous improvement techniques to improve and develop services.
  - o To collaborate with other forces and organisations to seek best practice or shared working.
  - o To comply and act in accordance with relevant legislation, North Wales Police Policies and protocols, including Code of Ethics, Personal Development Review (PDR), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.
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- o Identify possible poor performance (of staff and contractors) and deal with it fairly and consistently by supporting staff through the performance monitoring process.
  - o Manage department staffing costs, including variable pay elements and agency costs in accordance with budget requirements.
  - o Manage the grievance and disciplinary policy and procedure as appropriate in line with North Wales Police procedures (and where necessary professional governing bodies – i.e. NMC/GMC ).
  - o Manage the sickness absence process, ensuring that absence is documented accurately and North Wales Police absence policy applied consistently
  - o Provide financial and KPI information required by finance and procurement teams in accordance with end of month reporting deadlines for staffing and contracted services.
  - o Oversight and management of the performance framework for the Medical Services.
  - o Research and suggest workforce requirements that meet departmental needs and legislative functions and lead on the subsequent recruitment of staff, ensuring all staff complete an induction and continue to monitor their progress.
  - o Review and approve staff expenses in accordance with the North Wales Police Expenses Policy.
  - o Schedule, manage and record annual leave requests ensuring there is no negative impact on the service delivered.
  - o Take accountability for ensuring department policies are reviewed and updated annually or following incidents (ensuring robust Clinical Governance processes are in place).
  - o Take action to resolve any areas of concern as identified in North Wales Police internal audit or external audit.
  - o Offer specialist advice and leadership to senior managers within the Force to optimise healthcare provision and wellbeing services, taking action with regards to underutilisation of key performance targets for managed services.
  - o Ensure that clinical governance mechanisms are in place, driven at a local level, ensuring lessons are learnt and experience informs 'best practice'.
  - o Maximise full scope for partnership working between North Wales Police and statutory agencies (such as relevant Health Boards).
  - o Be a visible, professional role model, providing strong, facilitative and effective leadership for high quality care.
  - o To undertake defined projects as agreed by the Service Lead and the Head of People and Organisational Development to support delivery of high quality clinically effective care.
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## **SPECIAL REQUIREMENTS:**

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

### **Essential:**

- o Must be a Registered General Nurse, with a specialist qualification in Occupational Health, OHND or a Specialist Degree in Occupational Health.
  - o Must have experience of working in an Occupational Health service or similar environment.
  - o Must have previous experience of dealing with sickness absence referrals.
  - o Must have a good working knowledge of Information Technology and its use within Occupational Health.
  - o Must have previous experience of managing health surveillance and health promotion programmes.
  - o Must be able to demonstrate experience of managing budgets.
  - o Must have proven experience of leading and managing teams.
  - o Must have experience of effecting change to improve performance.
  - o Must show evidence of continuous professional development.
  - o Must have well developed written and oral communication skills, including delivering high quality presentations.
  - o Must be computer literate with good knowledge of Microsoft Word, Excel and PowerPoint.
  - o Must be able to evidence ability to work autonomously, making sound evidence based decisions.
  - o Must have proven experience of advising, negotiating and influencing with internal and external customers at all levels.
  - o Must be able to manage a workload and balance competing priorities, redirecting resources quickly and effectively to meet changing demands.
  - o Must be able to travel throughout the force area.
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**Desirable:**

- o Should have the ability to communicate through the medium of Welsh to Level 1.

**NOTES:**

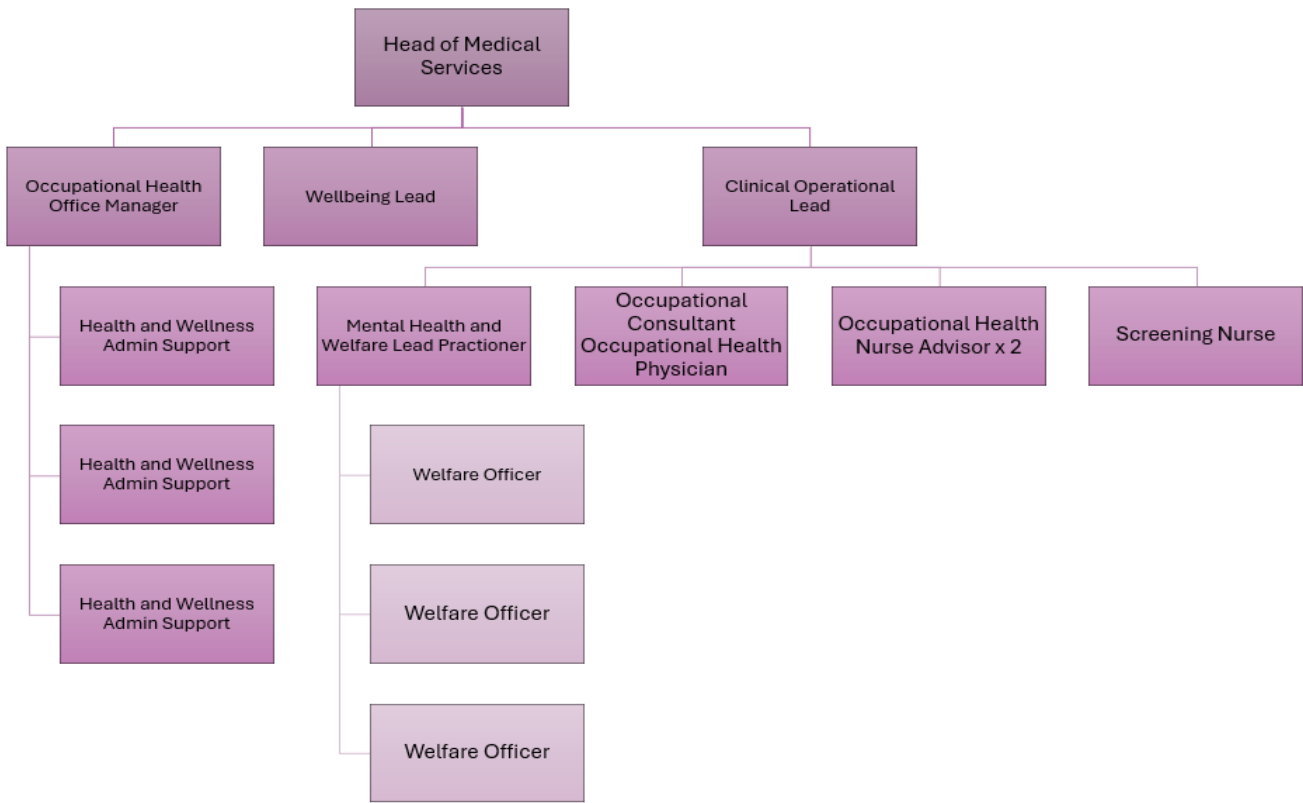
1. This Job Description and Person Specification **is not** a statement of **all the detailed** procedures and conditions applicable to the post holder. Therefore, there will always be instructions in addition to those outlined that meet the work demands and natural evolution of the Department/Division at any particular time.
2. Any of the detailed duties and responsibilities may also vary in accordance with point 1 above without changing the character or level of responsibility the post entails.
3. The Chief Constable reserves the right to transfer the postholder to any other location within the North Wales Police area following consultation with the Staff Side in accordance with Force Policy applicable at the time.

## Medical Services Structure Chart

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The Head of Medical Services provides strategic leadership and has responsibility for a number of different areas including the Occupational Health and Wellbeing teams. The following chart outlines the Head of Medical Services direct reports:

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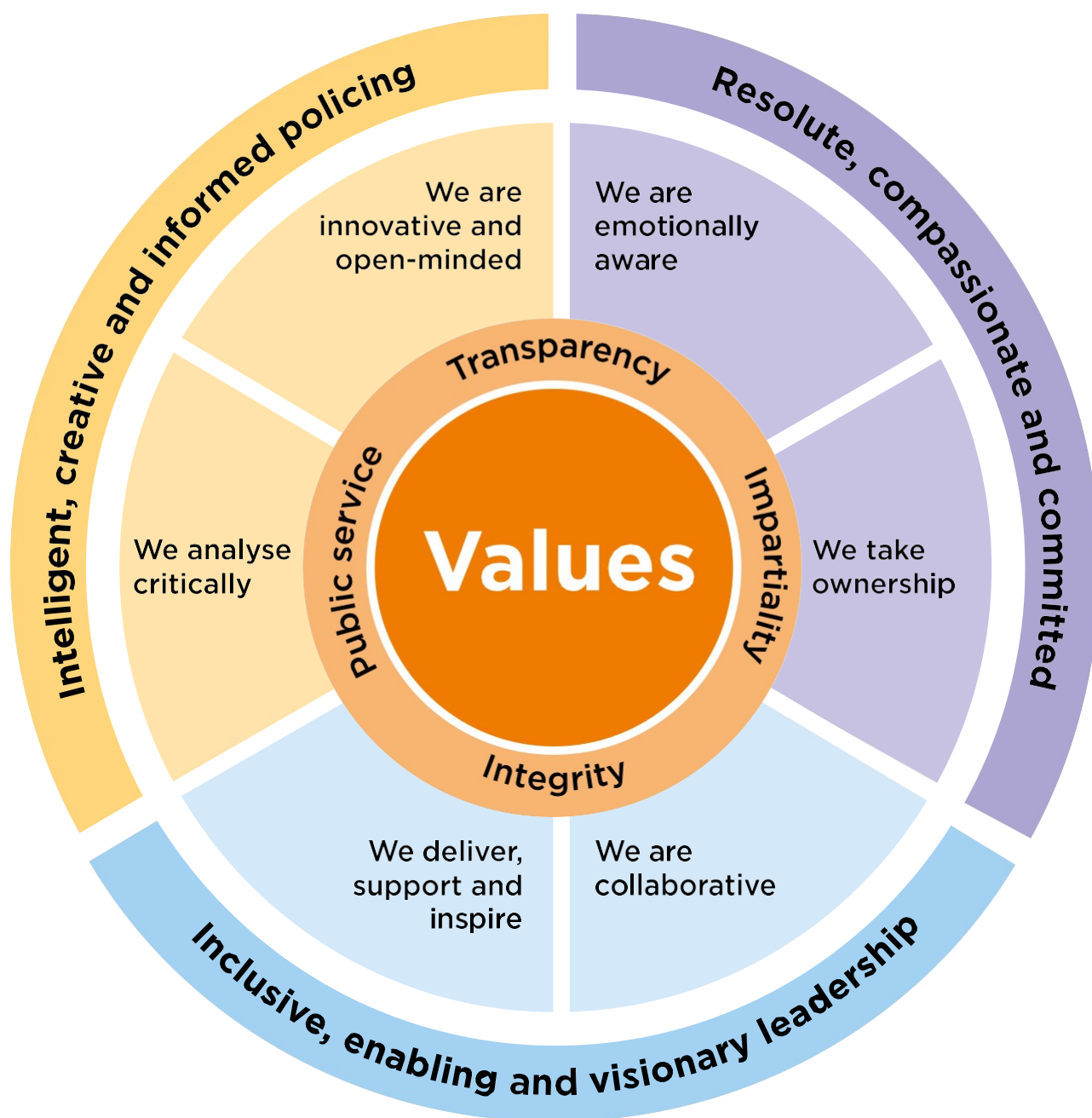
# Competency and Values Framework

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

Given that the Head of Finance position is a senior role, all applicants will have to evidence Level 3 in all areas of the CVF.

The recruitment process will explore this evidence and the key details of the expected values and competencies at level 3 are outlined in the sections that follow:



# Values

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## IMPARTIALITY

- o I take into account individual needs and requirements in all of my actions.
- o I understand that treating everyone fairly does not mean everyone is treated the same.
- o I always give people an equal opportunity to express their views.
- o I communicate with everyone, making sure the most relevant message is provided to all.
- o I value everyone's views and opinions by actively listening to understand their perspective.
- o I make fair and objective decisions using the best available evidence.
- o I enable everyone to have equal access to services and information, where appropriate.

## INTEGRITY

- o I always act in line with the values of the police service and the Code of Ethics for the benefit of the public.
  - o I demonstrate courage in doing the right thing, even in challenging situations.
  - o I enhance the reputation of my organisation and the wider police service through my actions and behaviours.
  - o I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations.
  - o I am open and responsive to challenge about my actions and words.
  - o I declare any conflicts of interest at the earliest opportunity.
  - o I am respectful of the authority and influence my position gives me.
  - o I use resources effectively and efficiently and not for personal benefit.
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# Values

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## PUBLIC SERVICE

- o I act in the interest of the public, first and foremost.
- o I am motivated by serving the public, ensuring that I provide the best service possible at all times.
- o I seek to understand the needs of others to act in their best interests.
- o I adapt to address the needs and concerns of different communities.
- o I tailor my communication to be appropriate and respectful to my audience.
- o I take into consideration how others want to be treated when interacting with them.
- o I treat people respectfully regardless of the circumstances.
- o I share credit with everyone involved in delivering services.

## TRANSPARENCY

- o I ensure that my decision-making rationale is clear and considered so that it is easily understood by others.
  - o I am clear and comprehensive when communicating with others.
  - o I am open and honest about my areas for development and I strive to improve.
  - o I give an accurate representation of my actions and records.
  - o I recognise the value of feedback and act on it.
  - o I give constructive and accurate feedback.
  - o I represent the opinions of others accurately and consistently.
  - o I am consistent and truthful in my communications.
  - o I maintain confidentiality appropriately.
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# Competency

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## WE ARE EMOTIONALLY AWARE

- o I seek to understand the longer-term reasons for organisational behaviour. This enables me to adapt and change organisational cultures when appropriate.
- o I actively ensure a supportive organisational culture that recognises and values diversity and wellbeing and challenges intolerance.
- o I understand internal and external politics and I am able to wield influence effectively, tailoring my actions to achieve the impact needed.
- o I am able to see things from a variety of perspectives and I use this knowledge to challenge my own thinking, values and assumptions.
- o I ensure that all perspectives inform decision making and communicate the reasons behind decisions in a way that is clear and compelling.

## WE TAKE OWNERSHIP

- o I act as a role model, and enable the organisation to use instances when things go wrong as an opportunity to learn rather than blame.
  - o I foster a culture of personal responsibility, encouraging and supporting others to make their own decisions and take ownership of their activities.
  - o I define and enforce the standards and processes that will help this to happen.
  - o I put in place measures that will allow others to take responsibility effectively when I delegate decision making, and at the same time I help them to improve their performance.
  - o I create the circumstances (culture and process) that will enable people to under take development opportunities and improve their performance.
  - o I take an organisation-wide view, acknowledging where improvements can be made and taking responsibility for making these happen.
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# Competency

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## WE ARE COLLABORATIVE

- o I am politically aware and I understand formal and informal politics at the national level and what this means for our partners. This allows me to create long-term links and work effectively within decision-making structures.
- o I remove practical barriers to collaboration to enable others to take practical steps in building relationships outside the organisation and in other sectors (public, not for profit, and private).
- o I take the lead in partnerships when appropriate and set the way in which partner organisations from all sectors interact with the police. This allows the police to play a major role in the delivery of services to communities.
- o I create an environment where partnership working flourishes and creates tangible benefits for all.

## WE DELIVER, SUPPORT AND INSPIRE

- o I challenge myself and others to bear in mind the police service's vision to provide the best possible service in every decision made.
  - o I communicate how the overall vision links to specific plans and objectives so that people are motivated and clearly understand our goals.
  - o I ensure that everyone understands their role in helping the police service to achieve this vision.
  - o I anticipate and identify organisational barriers that stop the police service from meeting its goals, by putting in place contingencies or removing these.
  - o I monitor changes in the external environment, taking actions to influence where possible to ensure positive outcomes.
  - o I demonstrate long-term strategic thinking, going beyond personal goals and considering how the police service operates in the broader societal and economic environment.
  - o I ensure that my decisions balance the needs of my own force/unit with those of the wider police service and external partners.
  - o I motivate and inspire others to deliver challenging goals.
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# Competency

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## WE ANALYSE CRITICALLY

- o I balance risks, costs and benefits associated with decisions, thinking about the wider impact and how actions are seen in that context. I think through 'what if' scenarios.
- o I use discretion wisely in making decisions, knowing when the 'tried and tested' is not always the most appropriate and being willing to challenge the status quo when beneficial.
- o I seek to identify the key reasons or incidents behind issues, even in ambiguous or unclear situations.
- o I use my knowledge of the wider external environment and long-term situations to inform effective decision making.
- o I acknowledge that some decisions may represent a significant change.
- o I think about the best way to introduce such decisions and win support.

## WE ARE INNOVATIVE AND OPEN-MINDED

- o I implement, test and communicate new and far-reaching ways of working that can radically change our organisational cultures, attitudes and performance.
  - o I provide space and encouragement to help others stand back from day-to-day activities, in order to review their direction, approach and how they fundamentally see their role in policing. This helps them to adopt fresh perspectives and identify improvements.
  - o I work to create an innovative learning culture, recognising and promoting innovative activities.
  - o I lead, test and implement new, complex and creative initiatives that involve multiple stakeholders, create significant impact and drive innovation outside of my immediate sphere.
  - o I carry accountability for ensuring that the police service remains up to date and at the forefront of global policing.
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# Terms and Conditions

The post will be subject to the following terms and conditions:

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## o **Salary**

- o An annual salary of £58,455 - £64,523 per annum subject to skills and experience.

## o **Term of Appointment**

- o The appointment is subject to a 6-month probationary period at the end of which, subject to satisfactory service, employment will be confirmed.

## o **Working Hours**

- o Working hours are 37 hours per week from Monday to Friday. North Wales Police offers both agile and flexible working opportunities.

## o **Annual Leave**

- o Annual leave is currently 25 days per annum plus 8 bank holidays which increase after 5- and 10-years' service. The leave year runs from May to April. Additional to this there are various other types of leave available.

## o **Vetting**

- o The appointment will be subject to satisfactory Management Vetting with SC security clearance.

## o **Working Location**

- o The post holder's normal place of work will be Alexandra House, Colwyn Bay, Force Headquarters and we also offer agile working opportunities.

## o **Continuous Professional Development**

- o You are expected to maintain your professional knowledge and development in line with the evolving requirements of the role.

## o **Equal Opportunities**

- o North Wales Police is committed to creating equality of opportunity for all members of staff and for ensuring that all members of the North Wales communities are able to access effective policing services including those with protected characteristics.
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## o **Provision and use of Information Technology**

- o All IT requirements as necessary, for example a mobile phone, laptop computer, etc. will be provided.

## o **Other**

- o Access to our generous Local Government Pension Scheme for Police Staff
  - o Agile and Flexible working opportunities
  - o Generous maternity / paternity / adoption leave entitlements
  - o Generous sick pay provisions
  - o Access to Occupational Health Services
  - o Subsidised canteens
  - o Access to on-site gyms and fitness classes
  - o Option to become a member of UNISON, the public service union
  - o Discounts from various retailers via the Blue Light Scheme
  - o Salary Sacrifice Schemes such as cycle to work scheme
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## o Positive Action

- o Our aim is to recruit talented people with a diverse range of skills and experience and welcome applications from all sections of our communities. We particularly welcome candidates applying from Black, Asian and Minority Ethnic Backgrounds (B.A.M.E), female staff, lesbian, gay, bisexual or trans (LGBT +) and disabled candidates. These groups are currently underrepresented at a senior level within North Wales Police. Please contact [ssf.recruitment@northwales.police.uk](mailto:ssf.recruitment@northwales.police.uk) before submitting your application if you require positive action support.

## o Reasonable Adjustments

- o As North Wales Police is a Disability Confident Leader (Level 3) employer, we aim to remove barriers, increase understanding and ensure that people have the opportunities to fulfil their potential and realise aspirations. We will accommodate requests for reasonable adjustments where possible throughout our recruitment and promotion processes and encourage anyone requiring reasonable adjustments to disclose this at the earliest opportunity. All information will be treated with the utmost confidence.



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# RECRUITMENT

## PROCESS

**Stage 1:** Application. **The closing date is 13<sup>th</sup> February 2025.**

The process to select the Head of Medical Services will begin with the submission of a CV (no more than 2 pages) and covering letter (no more than 2 pages) with the covering letter providing evidence of your suitability, skills and experience for the post by considering the role profile provided in this information pack.

**Stage 2:** The application will be reviewed by a shortlisting panel. Shortlisting will be concluded by 28<sup>th</sup> February 2025.

**Stage 3:** Assessment - The shortlisted candidates will be invited to a CVF Interview and pre - prepared presentation.

Interviews will be held either week commencing 10<sup>th</sup> or 17<sup>th</sup> March 2025 at North Wales Police Headquarters.

**Stage 4:** The Successful candidates will be issued with a conditional offer, and we will commence our pre - employment checks. These will include:

- o References
- o Vetting - Management Vetting and Security Clearance
- o Medical Assessment
- o Subject to passing relevant checks, a start date will be agreed.

Please note that due to operational commitments these dates may be subject to change