

Detective Superintendent



POSITION DETAILS

Location: Auckland	Remuneration Range: Senior Manager 3
Title: Detective Superintendent Northern	Reports to: Assistant Commissioner: National Operations
	Status: Office of Constable
Date: July 2010	Direct Reports: This position has no direct reports but may lead teams and task forces with co-opted staff as required.

PURPOSE

To conduct major inquiries and lead selected teams and task forces dealing with inter-District crime and operations.

To provide a link between Districts and PNHQ and contribute to the management of risks to Police integrity and operational performance.

To provide governance and leadership of the Criminal Investigation Branch (CIB) through the Crime Reference Group (CRG).

KEY ACCOUNTABILITIES

1. Service Delivery

Operations and Investigations Management

- Assists with the planning for major and exceptional operations, including the preparation of operation orders as required by the Assistant Commissioner: National Operations.
- Provides supervision and support to managers of major and exceptional operations or emergency situations as required.
- Assumes management responsibility for major crime investigations (e.g. mobile serial offenders) and other major operation contingencies as directed by the Assistant Commissioner: National Operations.

• **KEY ACCOUNTABILITIES** *(Continued)*

- Maintains an overview of major operations and investigations within the Region to provide quality assurance and national consistency of service delivery and standards.
- Monitors and reports on specific investigations and operations i.e. investigation reviews and de-briefs.

Integrity And Ethics Management

- Undertakes objective investigations into operational performance.
- Leads sensitive internal inquiries anywhere within New Zealand as required.
- Monitors areas of possible risk to ethics or standards within the Police and advise the Commissioner of appropriate remedies.

2. Relationship Management

Establishes and maintains constructive and complementary working relationships with:

1. National Crime Manager
2. District Commanders
3. National Manager: Operations
4. District Managers: Criminal Investigations
5. Other District Managers
6. Commander: Metro Crime and Operations Support (AMCOS)
(Auckland based position only)

3. General Management

- Ensures systems and behavioural alignment to the integrity, ethics and values of the organisation.
- Ensures the promotion of values and ethics within the organisation.
- Encourages behaviour that develops a constructive culture as described by the identified ideal culture.
- Supports and explains decisions made by Police Executive in all relevant forums and discussions.
- Acts as a source of expert information and advice in their area of specialisation for managers and staff.
- Ensures the key concepts of Maori Responsiveness, community orientated policing, partnerships and quality customer service are adhered to in all projects and initiatives.
- Contributes to meeting Police obligations under the Treaty of Waitangi.
- Develops networks inside and outside the organisation to achieve 'best result' for the organisation as a whole.
- Fosters a safe environment by integrating safety and health into all aspects of work practices and places of work.

Values:

The following values are the fundamental principles of behaviour that guide New Zealand Police. The successful applicant will demonstrate these behaviours.

Integrity

All Police members are committed and loyal to the vision, values and goals of the organisation. They inspire trust and behave honestly and ethically.

Desirable Behaviours:

- Communicates openly and truthfully with discretion
- Remains impartial and polite in all interactions
- Challenges unethical or unprofessional behaviour
- Maintains confidentiality with discretion
- Respects confidences

Professionalism

All Police members are aware of the impact of their behaviour at all times. They maintain self-control, are resilient and present a professional image. They uphold the rule of law and maintain the guidelines, standards, policies and procedures set by the organisation.

Desirable Behaviours:

- Remains objective
- Able to work through and recover from setback or disappointment without affecting performance
- Controls emotions that may negatively affect performance or interpersonal relationships
- Seeks, accepts and gives feedback constructively
- Effectively manages conflict
- Adheres to correct policies and procedures
- Maintains political neutrality in public regardless of personal political beliefs
- Maintains high standard of personal appearance

Respect

All Police members understand that their role is to acknowledge and respond to our diverse society and to serve all people with dignity. In doing so they recognise the rights, values and freedoms of all people.

Desirable Behaviours:

- Treats all people in a fair, equitable and non-discriminatory manner
- Listens to and respects the point of view of other cultures
- Listens to and respects the views and values of the community
- Open and sensitive to cultural needs
- Shows consideration of diversity
- Takes account of the community and stakeholder views and values in decision-making
- Adapts communication style in line with needs of the community
- Positively responds to the contribution of all members of Police

Commitment to Maori & Treaty

New Zealand Police are committed to being responsive to Maori as tangata whenua, recognising the Treaty of Waitangi as New Zealand's founding document. By working with Maori New Zealand Police will enhance safety and security.

Desirable Behaviours:

- Establishes contacts in Maori community appropriate for role
- Understands sensitivities that arise from Tikanga when dealing with Maori
- Able to discuss Treaty of Waitangi issues and provide perspective within a policing context
- Encourages others to understand Treaty of Waitangi
- Seeks advice from Kaitakawaenga (Iwi Liaison Officers) in sensitive, complex situations involving Maori
- Acquires and uses Te Reo Maori in conversation and where appropriate in documents

Competencies:

The following competencies describe the **essential** and **highly desirable** behaviours, attributes and characteristics required to be effective in this position. The successful applicant will demonstrate these competencies.

The three (3) **essential** competencies for this position are:

1) Building Partnerships

Effective performers work co-operatively with others to build partnerships and achieve desired outcomes. They actively network, create and maintain relationships that inspire trust amongst all stakeholders in order to share information and co-ordinate action effectively.

Desirable Behaviours:

- Uses initiative to take the first step in building relationships
- Develops and maintains effective working relationships
- Proactively develops and maintains networks internally and externally
- Liaises professionally with stakeholders
- Shares knowledge internally and externally to achieve overall objectives
- Asks for information or assistance from others
- Communicates the benefits of working together

(2) Exercising Judgement

Effective performers seek out and make full use of all available information and experience to resolve a situation. They analyse the options and associated risks while considering possible solutions within time constraints.

Once the analysis has been completed, they make sound decisions or recommendations.

Desirable Behaviours:

- Objectively evaluates situations
- Uses combination of information, experience, and initiative / “gut feel” when resolving situations
- Identifies risks and acts accordingly
- Identifies causes of problems and takes steps to resolve them
- Consults with others to achieve effective solutions
- Makes and communicates difficult decisions
- Responds quickly and decisively in emergency situations
- Identifies and takes action to minimise risks to service delivery
- Recognises own knowledge or experience gaps and asks for help

(3) Influential Leadership

Effective performers communicate a vision, provide direction, coordinate and develop individuals and teams. They inspire and motivate others through personal example, while enabling colleagues to maximise potential. They use a combination of authority and influence at all levels of the organisation.

Desirable Behaviours:

- Assumes responsibility in times of uncertainty or crisis
- Communicates clear and firm directions when required
- Defines and actively models high standards of behaviour
- Communicates clear direction to all
- Delegates responsibility to enable others
- Supports and inspires individuals and teams to work towards a common goal
- Adopts appropriate leadership style to suit the situation
- Coaches, develops and mentors others
- Allocates and uses resources effectively and efficiently
- Actively promotes success stories

The **highly desirable** competencies for this position are:

Accountability for Performance

Effective performers take personal responsibility for achieving personal and team goals and targets. They set clear objectives and are committed to their work. They plan, prioritise and use their time and energy effectively to achieve desired outcomes. They promote accountability in others and take responsibility for their own actions and decisions.

Desirable Behaviours:

- Sets challenging and realistic goals, targets and objectives
- Manages time effectively to achieve goals, targets and objectives
- Contributes to projects or operations to achieve results
- Takes appropriate responsibility for any delegated work
- Promotes and encourages the desirable performance of others
- Addresses poor performance from others
- Actively seeks out development opportunities
- Demonstrates personal drive and commitment

- Stands by own decisions and takes personal responsibility when things do not go to plan to rectify and learn from them
- Actively participates as part of a team

Building Talent and Managing Performance

Effective performers actively develop employees who report to them. They explain performance standards and provide timely and honest feedback. They help employees acquire new skills and knowledge and provide advice from their own experiences. They identify and facilitate developmental experiences for employees across the organisation who contribute to individual and organisational capability.

Desirable behaviours:

- Is aware of each employee's career aspirations, engagement levels and abilities.
- Works with each employee to develop and implement individual development plans
- Monitors employee performance and engages in frequent discussions about performance and development
- Supports employees to identify and accept stretch development opportunities
- Constructively addresses inappropriate behaviour or poor performance in a timely manner.

Challenging for Continuous Improvement

Effective performers are flexible and responsive to the changing needs of the community and organisation. They constantly seek improvement to ensure effective and efficient service delivery. They demonstrate the ability to adapt to new situations and promote and encourage initiatives for personal and organisational improvement.

Desirable Behaviours:

- Constructively challenges established ways of working where improvements can be seen
- Proactively seeks to improve the service provided
- Identifies obstacles and seeks to remove them or work through them
- Adapts own behaviour to suit changing circumstances
- Actively supports change initiatives and shares good practice
- Implements changes in a measured way that allows appropriate time for consultation and acceptance
- Recognises internal and external changes, trends, issues and raises them for discussion
- Willingly seeks out opportunities to exceed service expectations

Strategic Development

Effective performers think strategically when planning for the future. They develop national, district or service centre strategy that determines business and operational planning and policy.

Desirable Behaviours:

- Focuses on future development
- Considers and evaluates global and national trends
- Promotes and sponsors strategy
- Ensures organisational strategies are aligned
- Ensures priorities are aligned with strategic objectives
- Proactively monitors progress

Technical Skills:

The following knowledge and skills are essential in achieving the purpose and accountabilities of the position:

- Demonstrates an in-depth understanding of Police operational and governance issues, particularly in relation to criminal investigations.
- Demonstrates extensive experience in the management of complex and serious criminal investigations.
- Demonstrates an ability to identify and mitigate risks to Police integrity and operational performance.

Special Requirements:

- Applicants must be qualified as a Detective.

NOTE

For selection purposes each of the above competencies will be considered in relation to the following:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. Personal attributes and temperament relevant to the position.
3. General health which will allow for the performance of all duties and functions of the position.