



**Role:** Corporate Services Deputy Manager  
**Department:** Royal Gibraltar Police  
**Responsible to:** Superintendent Professionalism

### JOB PROFILE

To provide professional management and coordination support across Corporate Services within the Royal Gibraltar Police by assisting with day-to-day operational leadership, governance, service improvement, workforce coordination and the delivery of efficient, compliant and responsive support functions.

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### Key Accountabilities - (This section details the key responsibilities required of the role)

- Support the operational management of Corporate Services functions, helping to ensure services are delivered effectively, professionally and in line with organisational priorities.
- Assist the senior manager with planning, coordinating and monitoring work across assigned business areas, ensuring priorities, risks and dependencies are understood and managed.
- Provide day-to-day supervision, guidance or coordination to staff as required, promoting standards, accountability, consistency and service improvement.
- Support the development and implementation of processes, procedures, guidance and controls to strengthen governance, compliance and operational efficiency.
- Prepare and quality assure reports, briefings, management information, correspondence and presentations for senior leaders and governance forums.
- Monitor workloads, performance, deadlines and service pressures, identifying issues early and escalating or resolving them appropriately.
- Support workforce, finance, procurement, administration, project, or business support activity within Corporate Services according to business need.
- Contribute to service reviews, business planning, policy development and organisational improvement activity across the department.
- Liaise with officers, police staff, government departments, suppliers and other stakeholders to support coordinated service delivery and problem resolution.
- Support meetings, boards and working groups through agenda preparation, action tracking, follow-up and implementation of agreed actions.  
Promote effective records management, confidentiality, information handling and compliance with organisational policy and relevant legislation.
- Assist in managing change, implementing new working practices and embedding improvements that enhance service quality and resilience.
- Provide resilience and deputy cover for the senior manager or key functions as required, maintaining continuity of service delivery.
- Encourage collaborative working, professionalism and a customer-focused approach across Corporate Services activity.
- Act as on-call resilience support for the Media Officer function when required, assisting with urgent media enquiries and operational communications. Ensure any media or public messaging is timely, accurate, approved and consistent with RGP policy.
- Undertake any other duties commensurate with the grade of the post as may reasonably be required.



All RGP staff are expected to understand and act within Our Code of Ethics and Competency and Values Framework (CVF).



## COMPETENCY AND VALUES FRAMEWORK (CVF)



The CVF aims to support all policing professionals and sets out recognised behaviours and values which provide a consistent foundation for a range of processes. This framework ensures that there are clear expectations of everyone working in policing which in turn will lead to standards being raised for the benefit and safety of the public.

The CVF has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice. The table below highlights the levels for this role.

[Click here to access the Competency and Values Framework \(CVF\) document.](#)

<b>Resolute, compassionate and committed</b>	
<b>We are emotionally aware</b> Level 2	<b>We take ownership</b> Level 2
<b>Inclusive, enabling and visionary leadership</b>	
<b>We are collaborative</b> Level 2	<b>We deliver, support and inspire</b> Level 2
<b>Intelligent, creative and informed policing</b>	
<b>We analyse critically</b> Level 2	<b>We are innovative and open-minded</b> Level 2



## Qualifications, Experience and Skills

<b>PERSON SPECIFICATION – CORPORATE SERVICES DEPUTY MANAGER</b>		
<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• 5 GCSE (including English &amp; Math) and a minimum of 2 A Levels or equivalent.</li> <li>• Management degree or training in leadership, project management, HR, finance, governance or continuous improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Business analysis qualification such as BCS Certificate / Practitioner in Business Analysis Practice, Requirements Engineering, Process Modelling or equivalent, or ability to demonstrate equivalent knowledge and experience.</li> <li>• Additional qualification in data analytics, systems analysis, process improvement or business change.</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of working in an administrative, operational, business support or corporate services environment.</li> <li>• Experience of coordinating teams, workloads, processes or service delivery.</li> <li>• Experience of preparing reports, briefings, management information or governance documentation.</li> <li>• Experience of supporting improvement, compliance or change activity within a structured organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within policing, government, emergency services or another complex public sector organisation.</li> <li>• Experience of supervising staff or acting in a deputy management capacity.</li> <li>• Evidence of supervisory, coordination or management capability in a professional service environment.</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Good understanding of corporate support functions, governance, business processes and service delivery principles.</li> <li>• Understanding of confidentiality, information management, data protection and organisational compliance requirements.</li> <li>• Awareness of workforce, finance, procurement, administration or performance management processes relevant to a support environment.</li> <li>• Good understanding of Microsoft Office and the use of data and documentation to support management decisions.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Gibraltar public sector structures, policing governance or local government procedures.</li> </ul>
<b>Key Skills and Behaviours:</b>	<ul style="list-style-type: none"> <li>• Strong organisational, coordination and problem-solving skills.</li> <li>• Strong written and verbal communication skills with the ability to work credibly with senior stakeholders.</li> <li>• Able to supervise, support and influence colleagues positively.</li> <li>• Able to analyse information, identify priorities and support sound decision-making.</li> <li>• Able to manage competing demands and maintain standards under pressure.</li> <li>• Able to work collaboratively, discreetly and</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively in Spanish.</li> <li>• Experience of using dashboards, reporting tools or workflow systems.</li> </ul>



	with a strong service ethic.	
<b>Other requirements:</b>	<ul style="list-style-type: none"> <li>• Able to maintain the required vetting level and provide flexible support across Corporate Services functions according to organisational need.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

**Required Vetting Level:**

**Recruitment Vetting (RV)**

Recruitment Vetting (RV) is required for this role due to the post-holder’s access to police premises, criminal justice records, case administration systems and confidential operational information.