



**Inspectional Services Manager  
Department of Public Safety  
Brown University, Providence, Rhode Island**

**Job Description:**

The Brown University Department of Public Safety (BUDPS) is a dually accredited (CALEA and RIPAC) department that provides the overall safety and security of the campus community. Situated physically within the Department of Public Safety Office of Professional Accountability and Community Compliance Bureau, the BUDPS immediately needs an outstanding individual to serve as the Inspectional Services Manager to provide oversight and strategic leadership over the Inspectional Services Unit. The purpose of this position is to receive and respond to citizen complaints concerning police misconduct, rule violation, and/or other special confidential investigation requests; examine personnel and case records to ensure that police personnel conform to prescribed standards of conduct; conduct in-depth case analyses and oversee the department's recruitment/selection processes.

The position supports the execution of the BUDPS strategic plan and mission at all levels across the department enterprise by evaluating the quality of the department's operations, ensuring goals and objectives are being pursued, identifying the need for additional resources and efficiency, and ensuring that control is maintained throughout the department. In addition, the individual is expected to engage the community at all levels through active coordination with the rest of the units across the BUDPS enterprise.

The manager oversees the internal affairs, citizen commendation and complaint process, and is responsible for all inspections within the department including the evaluation of facilities, vehicles, equipment, records, personnel, investigative procedures, crime reporting practices, training outcomes, patrol operations, and overall effectiveness and efficiency of BUDPS. Based on these audits and inspections, the manager will provide data-driven written reports and recommendations to the Police Inspector of the Office of Professional Accountability and Community Compliance Bureau.

The inspectional process compares the department's formal expectations with actual performance. The Manager must be highly effective in working with individuals and teams; have the ability to focus on results while appreciating process, and be skilled at data-driven decision-making and implementation within the responsible area.

This position is the primary contact and has delegated authority for all of the inspectional services functions for BUDPS, and as such, functions as the department's lead in all inspectional services to ensure compliance with state, federal, university and accreditation requirements. This position will collaborate with a myriad of community members and public safety partners to advance the vision of BUDPS, in supporting the mission of the broader University community.

Collaborating with campus partners as well as external stakeholders, the ability to envision and communicate strategy, towards short & long-term objectives is critical to this position. Furthermore, a capability to effectively manage execution of these strategic initiatives shall be vital for continued success of the unit and bureau, and thereby, the entire organization.

The Manager will oversee a police sergeant, police officers, 1-2 civilian staff members, and 1-2 student employees.

### **Major Responsibility: Manage and provide direct oversight of the Inspectional Services Unit**

#### **Supporting Actions**

- Oversee strategic development and operation of BUDPS Inspectional Services Processes, focusing on key performance indicators (KPI) to align the mission, vision, values, goals and objectives that inform priorities.
- Assist the Director of Finance and Administrative Services, Director of Advocacy, Engagement, and Communications, Inspector and Deputy Chief with implementation of personnel practices and decisions, including recruitment, selection, evaluation, promotions, and accountability in a manner that attracts, develops, and retains a diverse, cutting-edge, and professional workforce.
- Manage all internal investigations conducted within BUDPS. Provide reports and analyses on all investigations.
- Conduct investigations in coordination with other University departments on sensitive matters.
- Carry out planning and survey work; receive, review and analyze operational reports; evaluate the effectiveness of the bureaus of the department, and make recommendations towards corrective action when necessary.
- Oversee background investigators and the background investigation process on candidates that have successfully completed the selection process.
- Serve on various University committees.
- Participate in local, state, and national campus public safety professional associations.
- Establish metrics and provides analyses for the entire department and provide data-driven decision support and recommendations.
- Conduct formal and informal audits and inspections to ensure compliance with general orders and University policies.
- Foster communications and cooperation with other law enforcement agencies, departments, and personnel.

- Work collaboratively with university leadership and campus partners to promote a positive perception of campus police and facilitate a campus environment where all students feel safe, supported, and able to learn.
- Cultivate a partnership with the Director of Advocacy, Engagement, and Communications, and the Office of Institutional Equity & Diversity to sustain a campus culture that is committed to the core principles of diversity and inclusion, trauma-informed practice; fostering an environment in which all members of the campus community are safe and free from discrimination, harassment, and misconduct.
- Utilize performance management data to drive planning and recommendations to improve training to reduce the use of force and citizen complaints.
- Design and manage a nationally known inspectional services process through writings, presentations and participation on boards.
- Maintain a learning management system to ensure proper tracking and development of all inspectional services functions.
- Oversee the management of the audit and inspection scheduling processes department-wide.

### **Major Responsibility: Strategic Planning**

#### **Supporting Actions:**

- Plan and establish goals and objectives related to all inspectional services efforts within BUDPS, including assisting with budget development for these programs.
- Assist with the development of strategic plans, goals and objectives for the department, and assist with survey assessment.
- Collaborate with senior leadership to manage the recruitment and selection processes, including outreach and search plans to align with the University and DPS mission for hiring qualified, diverse talent.
- Coordinate with other units within the Professional Accountability and Community Compliance Bureau to assist with the comprehensive onboarding process to ensure DPS employees are welcomed into the DPS family by understanding the mission, vision, values, policies and expectations.
- Identify common core organizational needs and standardize practices to align strategic goals.
- Identify organization development methodologies to align inspectional services functions with the department's strategic plan and organizational goals
- Provide data and evidence-based research to inform strategic decision-making.

### **Major Responsibility: Optimization**

#### **Supporting Actions:**

- Identify and address process, workflow, and/or system inefficiencies.
- Develop and track optimization efforts to achieve consistent targets.
- Ensure lessons learned and best practices documented for posterity.

**Decision Position is Free to Make:**

- Expenditure requests related to the unit.
- Oversight of all activities for the unit.
- Management of performance and evaluations for staff.

**Decisions depend on the position's advice:**

- Development of strategic plans/goals for the department.
- Development of annual audit and inspections budget.

**Dimensions:**

- Supervises 4-6 employees, including one sergeant, one police officer, civilian staff and student employees.
- Assists with the management of the bureau's budget.
- Ensures the integrity and confidentiality of all internal affairs, use of force, citizen complaint, and training records.

**Job Qualifications:****Education and Experience****Required:**

- Bachelor's degree with an emphasis in Criminal Justice, Police Science, Public Administration, Management, or a closely related field.
- Minimum of five (5) years' broad experience in law enforcement or related field, sworn or civilian position, demonstrating organizational and/or leadership development, project management, and/or leading cross-functional teams in the public or private sector, with training, investigations and supervisory/administrative experience.
- Experience in conducting investigations.
- Understanding of contemporary law enforcement recruitment and selection strategies.
- Expertise in adult learning concepts and experience training and facilitating. Experience as a trainer.
- Experience designing and implementing a training program, to include an evaluation component.
- Ability to develop and adhere to budgets
- Experience with developing and managing strategic plans.
- Experience supervising civilians and/or sworn personnel.
- Thorough understanding of the NIMS, ICS, or familiarity with emergency management concepts.
- Organized, able to manage multiple projects meeting established deadlines.
- Ability to coordinate with multi-disciplinary first response organizations, university administrators, OGCs, etc.
- Ability to work innovatively and creatively with limited resources, both independently and as a team member.
- Highly organized and attentive to detail.
- Must be a team player who can maintain professionalism with respect and integrity to diverse entities while striving for excellence at all times.
- Possesses a willingness to promote an inclusive and diverse campus community

- Thorough understanding of law enforcement training and reporting regulations at the federal, state, and university levels.
- Subject to a comprehensive background investigation, including psychological and medical exam.

**Preferred:**

- Master's Degree
- Progressively responsible law enforcement work, including considerable experience in a supervisor capacity in supervision and administration
- Graduate of the FBI National Academy or similar type executive leadership training program
- Knowledge of Clery and Title IX.
- Thorough understanding of law enforcement community, including university policing.

**Job Competencies:**

- Excellent written, verbal and interpersonal communication skills to include demonstrated ability to communicate clearly and concisely and in establishing and maintaining effective working relationships with department and university staff.
- Ability to assess training needs and implement appropriate training for users.
- Ability to manage, coordinate and direct the work of union and non-union employees.
- Capacity to work professionally, and diplomatically interface with a variety of constituencies involved in law enforcement, the media and university administration.
- Excellent computer skills and proficiency using Adobe Acrobat and Microsoft Office (Word, Excel, PowerPoint, Access).
- Ability to speak to large groups, facilitate in the classroom, one-on-one and/or in an e-learning environment.
- Ability to work under deadline pressure and ability to work both independently and as a member of team.
- Strong project management skills and ability to prioritize work to meet internally- and externally-imposed deadlines.
- Highly organized and attentive to detail.
- Experience with and expert knowledge of various record-keeping databases.
- Must be a team player who is able to display tact, patience, and respect in dealing with people of varying temperaments and levels of knowledge under often difficult or stressful circumstances.
- Must have high level of ability to multitask with audio, visual and manual tasks.
- Willingness to promote an inclusive and diverse campus community.
- Ability to plan, develop and implement new administrative procedures.
- Ability to communicate clearly and effectively with a variety of audiences, including strong written communication and oral presentation skills.
- Strong team facilitation skills.
- Knowledge of the principles and techniques of project and program management.
- Strong analytical skills.

- Flexibility and availability to work a flexible schedule concerning shift hours and days of the week, to include call back and holidays depending on department needs are required for this position.

**Timeline:**

- Application review will begin the week of Monday, August 5, 2024
- Application process is ongoing and applications will be accepted until the position is filled.

To apply, please click [[HERE](#)] or visit [Brown.edu/careers](http://Brown.edu/careers) and reference REQ196763 under the external staff applicants tab.

We invite you to visit our [Careers](#) and [Benefits](#) websites for further information about Brown University.

**EEO Statement:**

Brown University is an E-Verify Employer.

As an [EEO/AA employer](#), Brown University provides equal opportunity and prohibits discrimination, harassment and retaliation based upon a person's race, color, religion, sex, age, national or ethnic origin, disability, veteran status, sexual orientation, gender identity, gender expression, or any other characteristic protected under applicable law, and caste, which is protected by our University policies.

**About Brown** (Please visit our website and get to know us better at: [www.brown.edu](http://www.brown.edu))

Located in historic Providence, Rhode Island and founded in 1764, Brown University is the seventh-oldest college in the United States. Brown is an independent, coeducational Ivy League institution comprising undergraduate and graduate programs, plus the Alpert Medical School, School of Public Health, School of Engineering, and the School of Professional Studies. With its talented and motivated student body and accomplished faculty, Brown is a leading research university that maintains a particular commitment to exceptional undergraduate instruction. Brown's vibrant, diverse campus community consists of about 4,500 staff and faculty, 6,200 undergraduates, 2,000 graduate students, 490 medical school students, more than 5,000 summer, visiting, and online students, and over 700 faculty members. Brown students come from all 50 states and more than 115 countries. Brown is frequently recognized for its global reach, many cultural events, numerous campus groups and activities, active community service programs, highly competitive athletics, and beautiful facilities located in a richly historic urban setting.

Brown offers competitive benefits such as a generous retirement plan and education programs; details are available at: <http://www.brown.edu/about/administration/human-resources/>