



Staffordshire Police - Role Profile

Justice Services Support Unit Team Administrator

Grade/Rank:	D Grade
Directorate:	Operational Support
Reports to:	JSSU Supervisor
Direct Reports:	N/A

Role Purpose

The Justice Services Support Unit Administrator role is based within the Justice Services department located at Staffordshire Police HQ, Weston Road, Stafford. This Omni-competent team is highly skilled in a variety of administrative duties and deals with the receipt, evaluation and dissemination of data from a range of both IT systems and sources, including partner agencies such as CPS, Crown & Magistrates Courts and is an integral part of the wider Justice Services Department. The structure of the Department enables a streamlined service and a single point of contact for enquiries and requests related to all things Criminal Justice.

Key Tasks and Responsibilities:

The post holder will be responsible for:

- The monitoring of compliance for Conditional Cautions as part of the Out of Court Disposal process liaising both with victims and perpetrators to achieving the best outcome for all parties involved by making decisions to extension of timelines, courses to avoid going through the court process.
- The administration of Warrants of all grades including research into recent intelligence gathered for execution of the outstanding warrants, distributing to officers and will provide routine flexible administrative support to enable the efficient and effective operation across the omni-competent team.
- Responsible for the updating of the Police National Computer (PNC) that will necessitate accuracy and concentration, and will be required to use third party applications to gain information to necessitate the updating of PNC and will work to national and locally-agreed targets in order to meet timeliness requirements.
- Assisting and supporting officers with disclosure of Collision/Traffic reports to insurance companies and also liaising and providing solicitors with copies, ensuring that GDPR is adhered to.
- Receiving telephone calls and written correspondence from external agencies, internal agencies and members of the public. Being able to advise, assist and communicate in an effective and confident manner.
- Providing Administrative support to other departments within the force, liaising with Custody, Resolution Centres and Prosecution Hubs.

The post holder will be required to provide information to a variety of service users, both internal and external such as the Crown Prosecution Service (CPS), Crown and Magistrates Court.



Behaviours

The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.

This role should be operating at the following levels:

Resolute, compassionate and committed

We are emotionally aware	1a	Valuing Diversity	1a
		Managing Sensitivities/Political Savvy	1a
We take ownership	1a	Customer Service	1a
		Maintaining Accuracy/Sustainable Working	1a

Inclusive, enabling and visionary leadership

We are collaborative	1a	Partner Working	1a
		Managing Complexity/Strategic Planning	1a
We deliver, support and inspire	1a	(self) Leadership	1a
		Supporting Colleagues/Coaching & Mentoring	1a

Intelligent, creative and informed policing

We analyse critically	1a	Problem Solving	1a
		Situational Judgement	1a
We are innovative and open-minded	1a	Continuous Improvement	1a
		Futurology	1a

Education, Qualifications and Experience

Essential:

- Office administration experience; including; ability to use Microsoft office to produce letter/reports to a high standard.
- Have a proven track record of effective planning and organising skills, with the ability to manage own time and workload and successfully balance competing demands with minimal supervision.
- Excellent verbal and written communication skills, demonstrating the ability to deal with members of the public in difficult circumstances; understanding their needs and building trust to achieve a high level of customer service
- Demonstrate previous experience of data input, evidencing attention to detail and accuracy of work.
- Customer service experience with the ability to engage and

Desirable:

- Demonstrate proficiency in the operation Windows 7 or above applications
- Experience of Microsoft packages



communicate with the public.	
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Skills Matrix (See Skills Matrix)				
Essential:	Desirable			
<ul style="list-style-type: none"> • Work effectively in a team to achieve shared objectives, demonstrating an awareness of individual differences and providing support as required. • Able to breakdown problems into component parts and determine appropriate action • Demonstrate a flexible approach to working. • Ability to be proactive and resilient in problem solving. • Willing to attend training courses. 	<ul style="list-style-type: none"> • Knowledge of Police Computer systems • Previous experience of working within the GDPR guidelines 			
Leadership Passport Level	Practitioners & Team Leaders	1 st Line Mngrs	2 nd Line Mngrs	Senior Mngrs
	1	2	3	4

* Indicates that training will be provided as part of the role in this skill

CPD Requirements
<ul style="list-style-type: none"> • All annual and mandatory training

Professional Registration/Licences
<ul style="list-style-type: none"> • N/A

Special Conditions	
Own car for business use	YES
Higher level vetting required	NO
Requirement to wear Uniform	NO
Requirement for post entry training	NO
Fixed Hours	NO
Weekend working expected	NO
Shift allowance	NO
Fixed term or temporary role	permanent
Politically Restricted	NO



On call/standby rota	NO				
Flexitime Role	YES				
Notice Period	1 week	28 Days	1 month	3 months	

Agile Profile (See Agile Matrix)					
Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
2	5	2	2	3	3