



Staffordshire Police - Role Profile

Victim Justice Unit Administrator

Grade/Rank:	E Grade
Directorate:	Force Contact and Operations
Reports to:	Victim Justice Unit Officer/Supervisor
Direct Reports:	None

Role Purpose

The Victim Justice unit is responsible for driving and improving our policies and procedures around victim and witness care and management in Staffordshire Police.

The Victim Justice Unit acts as a focal point for the co-ordination of work and service provision to victims and witnesses, galvanising the efforts of internal and external stakeholders to ensure the needs of the most vulnerable are identified and the activity of the Force and our statutory and non-statutory partners, deliver against those needs, reducing duplication and ensuring high levels of support.

This extends to;

Force compliance with the Victims Code of Practice (Victims Law when enabled).

General levels of victim & witness satisfaction (established from surveys)

The organisation of live links from the Force's remote evidence centre.

Supporting the Force Criminal Justice Victim Case Conference with our 3rd sector support agencies.

Key Tasks and Responsibilities:

Key tasks for the post holder include;

- Delivery of quality services



- Research of force systems such as NICHE and WMS in order that accurate case data and reports can be compiled.
- Liaising with partners including 3rd sector support providers, and internal & external stakeholders at an operational level
- Gatekeeper for the Force’s Victim Right to Review Scheme
- Maintenance of team spreadsheets and record management systems
- Contact, in person and via telephone, members of the public who have been the victim of or witness to crime in an informed manner
- Co-ordinate with other team members across the Justice Services structure such as the Prosecution Hubs
- Assist with the facilitation of “live links” at our force remote evidence centre(s)

And to be accountable for: (ie responsibilities held by others but measured and owned by this role)

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	Valuing Diversity	1b
	Managing Sensitivities/Political Savvy	1b
We take ownership	Customer Service	1b
	Maintaining Accuracy/Sustainable Working	1b

Inclusive, enabling and visionary leadership

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

Intelligent, creative and informed policing

We analyse critically	Problem Solving	1b
	Situational Judgement	1b
We are innovative	Continuous Improvement	1b



Education, Qualifications and Experience

Essential:

- Demonstrated experience of customer service
- Awareness of Criminal Justice issues relating to victims and witnesses
- Effective communication skills
- Experience of utilising Microsoft Office packages

Desirable:

- Experience of using relevant IT systems such as NICHE & WMS

Technical/Operational Skills Matrix (See Skills Matrix)

Essential:

- Use of IT and Telephony

Desirable

Leadership Passport Level

Practitioner
s & Team
Leaders

1st
Line
Mngrs

2nd
Line
Mngrs

Senior
Mngrs

1

2

3

4

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

CPD Requirements

Maintain up to date knowledge of the Victims' Code of Practice

Professional Registration/Licences

- None

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)						
Base	Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
4	4	4	4	4	4	4