**Staffordshire Police - Role Profile**

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| **Victim Justice Unit Administrator** |

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

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| **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. |

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| **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) |

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| **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 and open-minded |  | Continuous Improvement | 1b |
| Futurology | 1b |

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| **Education, Qualifications and Experience** | |
| **Essential:** | **Desirable:** |
| * Demonstrated experience of customer service * Awareness of Criminal Justice issues relating to victims and witnesses * Effective communication skills * Experience of utilising Microsoft Office packages | * Experience of using relevant IT systems such as NICHE & WMS |

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| **Technical/Operational Skills Matrix (See Skills Matrix)** | | | | |
| **Essential:** | **Desirable** | | | |
| * Use of IT and Telephony |  | | | |
| **Leadership Passport Level** | Practitioners & 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

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| **CPD Requirements** |
| Maintain up to date knowledge of the Victims’ Code of Practice |

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| **Professional Registration/Licences** |
| * None |

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| **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 |  |

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| **Agile Profile (See Agile Matrix)** | | | | | | |
| Base | Desk | Confidentiality | Systems & Email | Telephony | Paper | Hours |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |