



Staffordshire Police - Role Profile

Justice Services Support Unit Team Administrator

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|------------------------|---------------------|
| 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 Collison/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

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|--------------------------|----|--|----|
| 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.

| 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 | 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 |
|---|
| <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 |