

Job Title: CJ Administrator (FPSU)	
Job Evaluation Number	A422

JOB DESCRIPTION

Job Title: CJ Administrator (FPSU)	Location: Banbury
Job Family: Business Support	Role Profile Title: BB2 Police Staff
Reports To: CJ Team Leader (FPSU)	Band level: 2E
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Provide a high quality of administrative service within the Criminal Justice Traffic Department (FPSU) working within the National, Force and Departmental guidelines. This includes all aspects of the Officer Issued Tickets, Fixed Penalty & Camera Detected Offences processes including the administration process of driver education.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Receive and process evidence obtained from traffic law enforcement equipment & ticket offences, to identify specific traffic offences. Make decisions within established criteria, of which incidents constitute an offence so that notice of Intended Prosecution, Fixed Penalty, Course or Prosecution can be issued appropriately.
2. Interrogate Internal & External systems accurately to identify drivers/owners of vehicles in order to produce, print and serve notices to offending individuals. Undertake routine enquiries in accordance with office working practices to identify and trace offenders and to follow up all offenders who fail to comply with notices. Provides management information as and when requested. Generate and action reports on a daily basis. All accordance with force policy and current legislation.
3. Contribute to the efficiency of information by entering, updating, and retrieving and filing/disposal computer/digital and manually stored case filed information using appropriate systems and databases. Ensure that they are accurately maintained and within the agreed timeframes
4. Provide appropriate information on disclosure, treating each case individually on its own merits, ensuring information only released to relevant parties within the confines of the Data Protection Act and other legislation.
5. Act as first line contact in answering and resolving day to day queries and problems with minimum referral to Team Leaders. Including correspondence/notices from members of the public, internal departments/Officers, courts and other agencies and/or advice over the telephone or to personal callers attending the fixed penalty support unit
6. Undertake a wide range of office duties including Scanning, updating filing systems, checking numerical tracking system for completed files and witness statements so that all documentation can be accurately maintained, retained for the specified time and available for reference if necessary
7. Provide a consistently high quality customer service, challenging working practises and making recommendations for improvement, whilst continually working towards the aims and objectives of the department and the organisation.

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8. To attend court to give evidence where required in contested cases, the evidence is not however of a technical nature but to describe the unit procedures for dealing with Officer issued tickets & safety camera offences.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, and the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

The workload of this role is dependent upon the number of offences generated from safety cameras & Police Officers issuing of tickets. Criminal Justice Traffic Department (FPSU) is funded by TVP Road Safety. Special Operations that Joint Operations Units will also impact on workloads – which are conducted at different times of the year.

On occasions will be required to attend court to give evidence in contested cases, the evidence is not however of a technical nature but to describe the unit procedures for dealing with Officer issued tickets & safety camera offences

Administration Support Team - Camera Images

- View & Prepare all images from Camera Unit or Hand Held mobile devices
- Booking in, load, allocate (film numbers), process & archive films, disc and DVD's onto relevant systems
- Export and/or Scan relevant documentation onto internal and external systems
- Send payments to payment office
- Deal with members of the public who attend front counter.
- Communication with members of the public, internal and external departments/agencies by way of correspondence or telephone

Ensure all timeframes are met and the submission of work sent to agencies/departments comply with the standards/quality of the organisational policies/SLA. All case must be uploaded correctly and are sent securely.

Administration Support Team – Camera/Ticket Processing

- Prepare & Process all documentation/correspondence relating to Camera Offences & Officer issued Tickets
- Process & prepare all Officer issued tickets and register on Police systems
- Prepare Court files
- Scan correspondence into Systems
- Gather evidence in relation to cloned vehicles, multiple offences and other offences to provide to Enquiry Officers for investigation.
- Communication with members of the public, internal and external departments/agencies by way of correspondence or telephone
- Driver Education

Ensure all timeframes are met and the submission of work sent to agencies/departments comply with the standards/quality of the organisational policies/SLA. All case must be uploaded correctly and are sent securely.

Administration Support Team - Camera Prosecutions

- Review file & Register offences/Cases on Police/Court systems

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- Prepare prosecution documents along with Disclosure
- NG Plea, process all further work requests from Court/CPO's that is needed for trial. Upload trial ready file CPS and send relevant disclosure to Defence
- Upload warrant cases onto Police systems.
- Communication with members of the public , internal and external departments/agencies by way of correspondence or telephone (rota)

Ensure all timeframes are met and the submission of work sent to agencies/departments comply with the standards/quality of the organisational policies/SLA. All case must be uploaded correctly and are sent securely

All teams on Rota basis

- Downloading and posting of legal paperwork (rota)
- Verifying of information provided by members of the public relating to traffic matters
- Telephone calls from Members of the public
- Opening of post and driving outgoing post to post office
- Filing & archiving, including sending/receiving files to/from off-site storage
- Dealing with incoming deliveries of paper, envelopes etc.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Good standard of education including excellent numeracy and literacy skills.	E
2. Recent experience of working in an administrative role within a customer service environment, including use of databases.	E
3. Proven ability to use own initiative and problem solve within a team environment to make effective decisions within tight time constraints.	E
4. Proven time management and organisational skills to manage changing priorities and meet deadlines.	E
5. Proven ability of clear and concise written and verbal communication with proven interpersonal skills to respond to range of internal/external customers	E
6. Proven ability to pay attention to detail, producing accurate work.	E
7. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner, being available to work some evenings and weekends, where required. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E
8. Proven Knowledge and/or understanding of the Criminal Justice System, MS Office packages and police databases, e.g. PNC.	D

Additional comments: * confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle