

Job Title: Team Leader - Witness Care Unit	
Job Evaluation Number	A864

JOB DESCRIPTION

Job Title: Team Leader – Witness Care Unit	Location: Berkshire
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Witness Care Unit Manager	Band level: 3G
Staff Responsibilities (direct line management of): Witness Care Officers	

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

The overall purpose of the role is to: Manage the day to day Line Management and Supervision of Witness Care Officers to ensure the department functions efficiently and effectively; managing and monitoring workloads and the compliancy of The Victims Code of Practice (VCOP). Develop and maintain strong working relationships with Criminal Justice Partners to ensure the highest possible quality of service is provided to victims and witnesses.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspects 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. Lead and manage Witness Care Officers (WCO) to ensure high performance and compliancy of the 'Code of Practice'. Develop and motivate staff to enhance performance, incorporate regular one to one meetings, provide support / guidance to staff and feedback on performance. Monitor the needs of staff to ensure all line reports receive the appropriate level of support and assistance, including identification of training and development. Monitor team's attendance and performance in line with the Force's management policies, linking in with HR advisor and Witness Care Unit manager.
2. Manage workloads and supervise allocated team(s) & functions, provide high quality customer focused service, ensure compliance with departmental and Force objectives, policies and procedures. Plan monitor and prioritise workloads using databases and performance tools. Review workloads against establishment resources to ensure business needs are met.
3. Develop and maintain strong relationships with relevant stakeholders /customers and other associated agencies to ensure service level agreements and joint performance monitoring standards are achieved. Liaise with partner agencies to seek resolutions on day to day business issues or problems.
4. Support Police Officers by taking responsibility for allocated witness and victims; oversee contact and updates from First Court Hearing to sentence completion. Ensure referral to OIC / PVP to ensure relevant assessment and safeguarding are put in place.
5. Manage a small complex case load of more challenging cases-to implement disclosure to appropriate parties (within the confines of Data Protection Act and other relevant legislation) whilst working alongside specialist TVP departments.
6. Act as a point of contact for resolving day to day queries and problems relating to the business area. Take responsibility for handling complaints sensitively / appropriately to ensure the needs and expectations of victims / witnesses are met.
7. Monitor, review, develop and update existing CJ policies and procedure to identify areas for improvement including use of technology to improve / maximise efficiency within the Unit.

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8. Create, collate and present monthly data relating to victim and witness attendance at Court. Produce and present accurate reports on the Unit's performance sharing and discuss information with Unit manager to give constructive feedback to individuals.

9. Attend meetings and deputise for the Unit Manager when necessary.

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

Further Comments:

The Team Leader will be expected to resolve more complex victim / witness issues. These can involve persuading emotional witnesses to attend court at short notice (less than 24 hours) when legally required.

The Team Leader will manage their own case load and maintain / oversee the case loads of WCOs on their team. Caseloads amounts can vary throughout the year with no identifiable seasonal patterns.

The Team Leader will be expected to take responsibility for implementing training (when required) e.g. new IT systems

Participate in multi-agency working parties and project groups on Criminal Justice initiatives.

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. Excellent interpersonal skills with an ability to relate to a range of people (equivalent or previous experience working with Witnesses or Victims of crime).	E
2. Excellent negotiation and influencing skills.	E
3. Proven time management and organisational skills to manage changing priorities and meet non-negotiable deadlines. Ability to work under pressure, problem solve and make decisions.	E
4. Proven ability of clear and concise written / verbal communication skills with high attention to detail whilst producing accurate work.	E
5. Proven experience of intermediate level MS Office IT skills (including Word & Excel) with a proven ability to input, update and retrieve system information (computer/manual).	E
6. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. 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
7. Knowledge and/or experience of the Criminal Justice System, and understanding of relevant Government initiatives i.e. Vulnerable and Intimidated Witness, Narrowing the Justice Gap, and of partnership and/or multi-agency working.	E
8. Proven line management experience at a similar level with practical experience of managing work/resources and using initiative.	D

Job Title: Team Leader - Witness Care Unit	
Job Evaluation Number	A864

9. Proven understanding of the Data Protection Act.	D
10. Working towards NVQ Level 3 Customer Service or equivalent and/or significant experience in this area.	D
Additional comments: At interview, candidates will be asked to: * confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle	