

Job Title: Team Leader - CJ	
Job Evaluation Number	B661

JOB DESCRIPTION

Job Title: Team Leader - CJ	Location: Kidlington (HQ North), Milton Keynes and Reading
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: CJ Operational Manager	Band level: 3G
Staff Responsibilities (direct line management of): Administrators (Bucks, Berks & Oxon Hub), CJ Interview Administrators (Bucks hub) & Enquiry Officers and Process Officers (Oxon hub)	

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

The overall purpose of the role is to: Manage the day to day supervision of Administration staff (CJ and Interview) including Enquiry Officers and Process Officers (Traffic only) to ensure that the department functions efficiently and effectively, managing workloads and ensuring that the interface between the Police and external contacts is supportive of the swift administration of justice and compliant with policies/procedures.

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:

Delivery – Manage and monitor available resource against workloads. Supervise the allocated team(s) & functions ensuring effectiveness and efficiency, providing high quality customer focused service, ensuring compliance with departmental and force objectives, policies and procedures.

Service – Continually identify areas for improvement including the use of technology in order to improve and maximise efficiency with the Criminal Justice Area.

In accordance with current policies and procedures effectively plan, monitor and prioritise workloads using databases/performance tool, and liaising with partner agencies ensuring compliance with service delivery.

Gather and present accurate and meaningful information to management on delivery of administrative functions within the Team/Unit and attend meetings (when necessary).

Review and provide specialist advice and guidance on work functions to teams, internal & external customers.

Maintain regular contact with partner agencies to seek to resolve issues or problems and maintain service delivery.

People – Line management and development of staff to enhance performance and work towards the aims and objectives of the department and organisation through the PDR system in accordance with force policy and the Code of Ethics.

Monitor the needs of staff to ensure that all personnel receive the appropriate level of support and assistance, including identification of training and development needs.

Others – Assist other areas of CJ teams in all functions (when necessary).

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Work within Health and Safety procedures taking reasonable care for the Health and Safety of themselves and of others who may be affected by their acts or omissions at work. To adhere to policies and procedures in respect of Health and Safety.

c. **DIMENSIONS:** Include matters 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:

CJ File Administration Support Team – Postal Requisitions/Charge and Bail

- Line management of CJ Administrators
- Management workloads/resource in processing of all files for Remand, Charge, Bail and postal requisition cases from 1st hearing to trial. Ensuring that all timeframes are met and files are to the National File Standard.
- Process escalation of cases with the necessary departments
- Support Operational Managers in implementation of new processes, projects and legislation changes in this subject area.

CJ File Administration Support Team - Disposals

- Line management of CJ Administrators
- Management of workloads/resource in processing of all file disposal types from court hearings. Ensuring Home Office targets are met.
- Support Operational Managers in implementation of new processes, projects and legislation changes in this subject area.
- Process any escalations with the necessary departments

CJ File Administration Support Team – Traffic

- Line management of CJ Administrators
- Management of workloads/resource in processing of all offences/files relating to minor process offences and collisions. Ensuring that all timeframes are met and files are to the National File Standard
- Support Operational Managers in the implementation of new processes, projects and legislation changes in this subject area.
- Process escalation of cases with the necessary departments

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- Line Management of CJ Interview Administrator, Word Processing Operators
- Management of workloads/resource in processing of typed statements and record of video interviews. Ensuring that all timeframes are met and file are to the National File Standard
- Support Operational Managers in the implementation of new processes, projects and legislation changes in this subject area.
- Process escalation of cases with the necessary departments

Process Officer/Enquiry Officers

- Line management of Process Officers and Enquiry Officers
- Management of workloads/resource in the investigation/decision making process of all offences/files relating to minor process offences and collisions. Ensuring that all timeframes are met and files are to the National File Standard.
- Support Operational Managers in implementation of new processes, projects and legislation changes in this subject area.
- Process escalation of cases with the necessary departments
- Carrying out investigations in relation to complaints by member of the public in relation to investigation/decision made in relation to collisions

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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 numeric and literacy skills with proven ability of a supervisory role in a customer focused environment.	E
2. Practical experience of analysing and managing performance whilst working within an environment of change.	E
3. Practical experience of working in a team and of problem solving with minimal referral to management.	E
4. Proven time management and organisational skills to manage changing priorities and meet non-negotiable deadlines.	E
5. Proven ability of clear and concise written and verbal communication and ability to pay attention to detail, producing accurate work.	E
6. 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
7. Proven negotiation and persuading/influencing skills.	E
8. Proven ability to make effective decisions within tight time constraints.	E
9. 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
10. Working towards NVQ Level 3 Customer Service or equivalent and/or significant experience in this area.	E
11. Proven understanding of the Data Protection Act and its implications.	D
12. Knowledge and/or experience of the Criminal Justice system and partnership or multi agency working.	D
<i>Additional comments:</i> * 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	