

Job Title: Public Safety and Case Officer	
Job Evaluation Number	C081

## JOB DESCRIPTION

<b>Job Title:</b> Public Safety and Case Officer	<b>Location:</b> Firearms Licensing Dept, Kidlington
<b>Job Family:</b> Operational Support	<b>Role Profile Title:</b> BB3 Police Staff
<b>Reports To:</b> Firearms Licensing Manager	<b>Band level:</b> 3G
<b>Staff Responsibilities (direct line management of):</b> Nil	

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

**The overall purpose of the role is to:** assist in the thorough investigation of public safety incidents and to manage, direct, supervise and coordinate the firearms licensing appeal process. To prepare public safety files/case papers ensuring file completeness and delivery in accordance with court deadlines, legislation and force policy.

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. Assist the Senior Firearms Enquiry Officer, Public Safety, in investigating public safety incidents on a daily basis. Liaise with Officers in the Case and any other relevant agency/organisations and prepare and manage the service of notices of revocation for certificates and refusal of applications, seizing of firearms and certificates where appropriate.
2. Manage Firearms License appeal cases using effective decision making to ensure that all enquiries necessary to prepare case files are identified and completed within designated timescales, through active personal involvement and in association with the firearms licensing department, legal services and the relevant court.
3. Produce complete and accurate appeal files, including disclosure of relevant material, for delivery in accordance with Court deadline, thereby improving the quality of evidence presented and enhancing the prospect of a successful appeal.
4. Liaise directly with legal services and other Criminal Justice agencies regarding appeal cases in order to achieve court deadlines.
5. Undertake primary and secondary investigations or other evidence relating to the appeal case to enhance the quality of the appeal file for court in accordance with relevant force policies and procedures.
6. Attend Magistrate, Crown and the Coroners Courts as necessary in connection with appeals or as a witness.

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:**

Since 2003 the revocation and refusal figures have increased by 1,275%. The post holder will be responsible for assisting with the management of public safety in order to minimise the risk of avoidable harm and must therefore demonstrate excellent organisational skills.

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Since 2007, appeals have increased by 775%. The post holder will need to decide priorities and organise workload in order to achieve court deadlines.

The role holder will have delegated authority from the Chief Constable to make a final decision on non contentious and contentious applications/certificates.

The role holder will, on a daily basis, communicate with firearms licensing staff, internal TVP staff, external forces, legal services, court staff and the general public in a pleasant and tactful manner, ensuring cooperation with others.

The role holder will attend Magistrates, Crown and Coroners Court for firearms appeals to present evidence, which will require them to have an excellent understanding of the current firearms legislation.

#### 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><b>The knowledge or skills required in the role are as follows:</b></i>	<i><b>E/D</b></i>
1. Proven customer service skills with a particular focus on engaging effectively with people at all levels, sometimes in potentially confrontational situations	E
2. Proven experience of working within an investigatory type role, using working knowledge and experience of Firearms Law	E
3. Meticulous attention to detail and the ability to gather and record information effectively within set procedure, in a logical easily understood format and style	E
4. Relevant organisational skills with the ability to work under pressure, prioritise and meet strict deadlines whilst working within a team environment.	E
5. Proven experience of problem solving and decision making	E
6. Proven, good standard of secondary education (preferably in English Language GCSE or equivalent)	E
7. Must have the capability to travel to different locations and courts across the Thames Valley Police area. 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. Flexible in approach in terms of working times and able to undertake shifts to work evenings and weekends as required	E