

Job Title: Enquiry Officer - FPSU	
Job Evaluation Number	A707

JOB DESCRIPTION

Job Title: Enquiry Officer - FPSU	
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: CJ Team Leader – FPSU	Band level: 3F
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: Investigate, obtain and prepare case files on traffic & crime offences which initiated from safety camera activations/officer issued tickets, in line with legislation, Force policies and procedures to make recommendations to assist the Decision Maker on the appropriate course of action.

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. Carry out investigations into traffic/criminal offences as a result of safety camera activations & Officer issued tickets. Engage with offenders/individuals involved in the alleged offence: take statements, conduct interviews and decide appropriate disposal based on all available evidence. Prepare prosecution file in line with national file standard to enable relevant Decision Maker to establish outcome and where necessary send to CPS for charging advice. Attend court when warned to give evidence in relation to a prosecution.
2. Interrogate Internal & External systems accurately to identify drivers/owners of vehicles/vehicles in accordance with Force policy and current legislation.
3. Support CJ Administration staff on non-standard cases which require further investigation, by assessing cases. Make recommendations based on information obtained regarding the possible success of pursuing Notices of Intended Prosecution or of taking no further action in order to ensure work is carried out in the public interest.
4. Liaise with DVLA & Taxi Licencing in relation to traffic information & offences ensuring that all agencies are updated with relevant information.
5. Receive/record documents and forms in accordance with current policies and procedures. Issue documentation in relation to the compliance of various legal requirements and ensure any offences that arise are recorded and reported.
6. Provide a consistent high quality customer service, challenge working practises and make recommendations for improvement to continually work towards the aims/objectives of the department and the organisation.
7. Assist both internal/external customers where necessary with traffic knowledge, policies/procedures in accordance with current legislation.
8. Work within relevant Health and Safety to ensure their own/others personal safety who may be affected by their acts or omissions at work. Adhere to policies and procedures in respect of Health and Safety.

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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:

The workload of this role is dependent upon the number of offences generated from safety cameras & Police Officers issuing tickets. CJ Traffic Department (FPSU) is funded by TVP Road Safety.

Decision making is required as part of the investigation element of the role; however the final decision will be made by the relevant decision maker as to whether a case will be prosecuted.

Contact with members of the public, internal departments, external organisations using various communication streams (face to face/telephone or correspondence) to obtain written and factual evidence to form part of the investigation – using empathy and being emotionally aware of the situation & surroundings. Influencing & negotiating others by making recommendations and presenting factual evidence for the decision makers (Police employees or Lawyers at the Crown Prosecution Service) when presenting a case for possible prosecution.

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 with GCSEs (grade 9-4/A-C) or equivalent in English and Maths including competent literacy skills and the ability to think logically.	E
2. Proven customer services skills with a particular focus on engaging effectively with people at all levels in potentially confrontational encounters.	E
3. Ability to input, update and retrieve computer information and to learn and to use IT packages effectively with both internal and external systems.	E
4. Ability to work quickly/accurately under pressure to gather/record information effectively within set procedures whilst planning and organising own workload. Must be self-motivated/self-disciplined along with the ability to work unsupervised and/or as part of a team.	E
5. Relevant/recent experience in investigator type role, interview techniques & statement taking.	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. Flexible approach to working is essential as some evening and weekend working is required**.	E
8. Knowledge and/or experience of the CJ system and partnership/multi agency working.	D
9. Grounding in Police procedures and law, particularly aspects of criminal law, traffic law PACE and basic civil law.	D
<p>Additional comments: At interview, candidates will be asked to:</p> <p>* confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.</p> <p>** indicate their ability to undertake evening and weekend working as determined by business need.</p>	