

**OB DESCRIPTION**

<b>Job Title:</b> Assessment and Investigation Unit (AIU) Manager	
<b>Job Family:</b> Operational Support	<b>Role Profile Title:</b> BB4 Police Staff
<b>Reports To:</b> AIU Senior Manager / AIU Chief Inspector / AIU Detective Chief Inspector	<b>Band level:</b> 4j
<b>Staff Responsibilities (direct line management of):</b> AIU Sgts, AIU Supervisors	

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

**The overall purpose of the role is to:** provide visible leadership, ensuring an effective end-to-end delivery and performance of the triage and investigation functions or in the resourcing and development of the AIU workforce to facilitate the functions. In so doing, improve the quality of service provided to victims, identify vulnerability, threat, harm and risk that would otherwise have been missed, whilst maximising opportunities to solve crime and prevent future crime.

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. Operate as part of the AIU function's management team to ensure the effective delivery of the force wide AIU and its priorities, in line with the Force Strategic Plan. Contribute to the development and delivery of the AIU design.
2. Through visible leadership, provide proactive line management for all AIU Sergeants/Supervisors to ensure they are developed and supported in the effective and efficient operational delivery of the functions.
3. Oversee the accurate and compliant crime recording in line with Home Office Counting rules (HOCR) and National Crime recording Standards (NCRS). File incidents in accordance with both, adhering to force policy. Ensure opportunities to achieve a 'further action taken' outcome are acted upon where it is reasonable to do so and that victims are consulted on their preferred outcome at the earliest opportunity.
4. Working with AIU Strategy, Improvement and Innovation team, implement and embed changes and opportunities to improve and innovate the service provided by the AIU and wider-Force with a focus on making best use of technology and resources. Ensure remote technology led policing is embedded into the teams and culture.
5. Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and guidance in the Management of Information, information security policy, procedures and legislation.
6. Provide resilience cover for any other function Inspector / Manager role, as required. Contribute to the Force including AIU Senior weekend cover rota.

### Triage Function

7. Performance Portfolio – Drive improvements in the triage functions that ensure timely, high quality and proportionate investigations, which effectively manage victim impact, threat, harm and risk to maximise opportunities to achieve formal outcomes, prevent future crime and increase victim satisfaction. Engage with Service Improvement, and the wider force to identify and implement improvement opportunities, in line with AIU service level agreements.

8. Logistics Portfolio - Lead the daily service delivery of triage by actively monitoring all parts of the triage function, directing and managing the queues to identify and resolve problems. Ensure the efficient triage of crimes and the free flow of crimes through to investigation or the appropriate and timely allocation of crimes to other departments in accordance with the AIU design.

9. Liaise with AIU Resourcing to ensure clear communication channels in respect of resourcing requirements and demand planning, as well as in regard to performance, wellbeing and other matters effecting resources to ensure that these can be dealt with through their line management.

### Investigation Function

10. Carry out effective inspector reviews throughout the investigative process and ensure that investigations are progressing in a timely manner, in line with threat, harm, risk and victim impact and to the high level of quality expected. Ensure that effective supervisory reviews are completed by sergeants and supervisors.

11. Drive improvements in the investigation functions that ensure timely, high quality and proportionate investigations, which effectively manage victim impact, threat, harm and risk to maximise opportunities to achieve formal outcomes, prevent future crime and increase victim satisfaction. Engage with function leads, including Strategy, Improvement and Innovation and Service Improvement, and the wider force to identify and implement improvement opportunities.

12. Lead the daily service delivery of investigations by actively monitoring all parts of the investigations function, directing and managing the queues to identify and resolve problems. Ensure the timely and efficient investigation of crimes and free-flow of crimes from triage or the appropriate and timely allocation of crimes to other departments in accordance with AIU principles; minimising those crimes re-allocated to ICR officers.

13. Liaise with AIU Resourcing to ensure clear communication channels in respect of resourcing requirements and demand planning, as well as in regard to performance, wellbeing and other matters effecting resources to ensure that these can be dealt with through their line management.

### Resourcing Function

14. Implement resourcing strategies in line with the AIU resourcing model and manage the provision of resources to each function in order to meet demand. (Resourcing and Recruitment Portfolio)

15. Oversee the wellbeing and welfare of all resources in line with departmental principles and force policies and implement strategies to improve the departmental resilience. (Wellbeing, Training & Development Portfolio)

16. Manage the performance of all resources, taking information from the operational delivery functions and address training gaps where required. Enforce all force policies as required. Work with Strategy, Improvement and Innovation to ensure that training gaps are built into future internal training packages. (Wellbeing, Training & Development)

17. Work in collaboration with LCUs, Workforce planning and other departments to ensure all tactical resources (students, officers under investigation and officers on recuperative duties) who are required to work with AIU (under the agreed resourcing model guidelines) are on-boarded consistently and appropriately.

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 role holder will work within one AIU function (Triage / Investigation / Resourcing) and will lead a portfolio within their allocated function.

Triage: Performance / Logistics

Investigation: Performance / Logistics

Resourcing: Resourcing and Recruitment / Wellbeing, Training & Development

The purpose of the Assessment and Investigation Unit (AIU) is to provide a more efficient and effective response to less serious volume crime, by making best use of technology and our resources. In so doing, it aims to free up the capacity of front line ICR and control room resources to prioritise more serious crimes which warrant a deployment and priority action. At the same time the AIU aims to provide a more timely, consistent and considered service to victims through a triage process that prioritises the service TVP provide based on threat, harm, opportunity, risk and victim impact.

Up to 45% (800,000 crimes) of the Force's crime flows into the AIU with the vast majority of it being dealt with completely by the AIU either through being filed at point of triage or through investigation to conclusion. The post-holder therefore has to oversee the management of an extremely high volume of crime with a relatively small establishment of resources while ensuring a high standard of service is still provided to victims.

The unit has a relatively unique workforce mix of police officers (the majority of who are adjusted duties officers); student officers and police staff – in total approximately 245 resources across the Force. The post holder within the resourcing function will therefore have an increased focus on training and development and welfare and support, whilst the other function managers will focus on operational delivery and performance.

The post holder will be required to work within any AIU function and to travel the entire geographical area of the Force in order to support the AIU in any hub location, liaising with colleagues to ensure this is done in the most efficient and effective manner.

**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.

<b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Degree level education or equivalent work experience.	E
2. PIP 1 accreditation or ability and willingness to obtain it.	E
3. Proven experience in managing teams, in particular service management and/or investigations, in a policing environment.	E
4. Experience of developing teams to deliver a high standard of service, coordinate and prioritise workloads and meet challenging demands.	E
5. 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
6. Strong decision making and problem-solving skills with proven ability to innovate including making best use of technology.	E
7. Proven customer service skills with a particular focus on engaging effectively with people at all levels, sometimes in potentially confrontational situations.	E
8. Working knowledge and experience of Criminal Law and Criminal Justice procedures.	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. Proven understanding of cultural differences and experience of working in a diverse environment.	E
11. Completed or be willing to work towards completion of the TVP Core Leadership courses.	D
12. Proven experience of working within an investigatory type role, using working knowledge and experience of Criminal Law and Criminal Justice procedures.	D
13. Have an understanding and basic knowledge of risk assessments.	D
<p><b><i>Additional comments:</i></b>* 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.</p> <p>Role holders will be required to provide fingerprints and DNA for elimination purposes in order to perform the position offered. DNA will be profiled and held on the Contamination Elimination Database (CED) and will be removed 12 months after termination of service.</p>	

Fingerprints will be held on the Fingerprint Police Elimination Database PEDb and are removed at the termination of service.