

JOB DESCRIPTION

Job Title: Assessment and Investigation Unit (AIU) Manager	
Job Family: Operational Support	Role Profile Title: BB4 Police Staff
Reports To: AIU DCI / AIU Senior Manager	Band level: 4j
Staff Responsibilities (direct line management of): 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: lead Assessment and Investigation Unit (AIU) Teams ensuring an effective end-to-end delivery and performance of the triage and investigation functions, maintaining high standards of victim service.

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. Provide effective and visible leadership and management to the AIU supervisors, officers and staff to ensure the effective delivery of the AIU, in line with the AIU design and Force Strategic Plan.
2. Lead teams within the AIU teams including line management of AIU Supervisors and Sergeants and their teams, monitoring and maintaining a positive culture in line with the values of the AIU and Force. Drive the resourcing, development (including training), performance, appraisal, attendance and well-being of officers and staff.
3. Drive improvements in triage, investigation, crime management, outcomes and victim satisfaction performance across the AIU and wider-Force to ensure timely, high quality and proportionate investigations that maximise the opportunity to achieve formal outcomes, manage threat, harm, risk and prevent future crime. Engage with HQ Service Improvement, police areas, other departments and partners to identify and implement improvement opportunities.
4. Ensure that all parts of the triage and investigation processes – including victim contact, secondary investigation, safeguarding, and the identification of series/trends – are undertaken to the highest appropriate standard and in accordance with AIU triage principles. Oversee the appropriate allocation of crimes to other departments in accordance with AIU principles; minimising those crimes re-allocated to ICR officers. Support the supervisors in ensuring that teams have manageable workloads.
5. Oversee the accurate and compliant crime recording in line with Home Office Counting rules (HOCCR) 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.

6. 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.

7. 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.

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 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 50% (100,000 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 225 resources across the Force. The post holder therefore has to have an increased focus on training and development and welfare and support.

The post holder will be required to work within the AIU teams and to travel the entire geographical area of the Force in order to support the AIU, 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.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Proven experience in managing a team, in particular in service management and/or investigations, in a policing environment.	E
2. Experience of developing a team to deliver a high standard of service, co-ordinate and prioritise workloads and meet challenging demands.	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. Strong decision making and problem solving skills with proven ability to innovate including making best use of technology.	E
5. Proven customer service skills with a particular focus on engaging effectively with people at all levels, sometimes in potentially confrontational situations.	E
6. Working knowledge and experience of Criminal Law and Criminal Justice procedures.	E
7. Proven, good standard of secondary education (preferably in English Language GCSE or equivalent).	E
8. 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
9. Proven understanding of cultural differences and experience of working in a diverse environment.	E
10. Completed or be willing to work towards completion of the TVP Core Leadership courses.	D
11. Proven experience of working within an investigatory type role, using working knowledge and experience of Criminal Law and Criminal Justice procedures.	D
12. Have an understanding and basic knowledge of risk assessments.	D
<p><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.</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. Fingerprints will be held on the Fingerprint Police Elimination Database PEDb and are removed at the termination of service.</p>	