

Job Title: Process Officer	
Job Evaluation Number	3710080

## JOB DESCRIPTION

<b>Job Title:</b> Process Officer	<b>Location:</b> Meadow House, HQ North
<b>Job Family:</b> Operational Support	<b>Role Profile Title:</b> BB3 Police Staff
<b>Reports To:</b> Team Leader (CJ)	<b>Band level:</b> 3F
<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:** provide an effective and efficient support to the Criminal Justice Unit & Roads Policing Unit – JOU in respect of the decision making process for all traffic collisions and minor process reported.

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. Assess, make decisions including making personal contact with interested parties in decision making process and action associated correspondence in respect of road traffic collision reports, minor process files and administration of driving documents, in accordance with CPS charging standards, National File Standard, legislation and force policy, referring any sensitive or complex issues to the Team Leader.
2. Investigate and respond to customers in processing and finalising cases, complaints and resolve other queries to ensure fair and consistent decisions and practices are applied in line with force procedures.
3. Provide advice, guidance, training & feedback to Officers & Police staff on appropriate disposals, ensure compliance with legislation/policy and improving standards of file quality.  
  
Provide feedback to Officers/Police staff to ensure continued professional and organisational learning.
4. In accordance with current policies and procedures receive, record and where appropriate issue documents/forms in relation to the compliance of various legal requirements and ensure any offences that arise are recorded and reported.

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:**

RTC s registered per month on average 1230, although actual numbers each month can differ by 200-300 per month. The average number of RTC files reviewed per month circa. 1000. Minor Process files closed per month on average 430.

Attend relevant team meetings to improve the performance.  
Participate in project groups on Criminal Justice & RPU Initiatives.

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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.

<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. Educated to A level standard or equivalent, ideally with a particular focus in law and procedures.	E
2. Recent and relevant practical experience in decision making and file management procedures.	E
3. Proven customer services skills to enable good communication at all levels.	E
4. Ability to assimilate information and make decisions.	E
5. An understanding of relevant legislation as it applies to the role.	E
6. Proven ability to prioritise, organise and manage ones own time effectively. Must be self-motivated and self-disciplined along with the ability to work unsupervised and as part of a team.	E
7. Previous experience of working in a police or legal environment.	D
8. Relevant and recent experience in an administrative role.	D
9. An understanding of TVP processes and policies.	D