



## JOB DESCRIPTION QUESTIONNAIRE (JDQ)

**DIRECTORATE:** Local Policing and Criminal Justice  
**AREA/DEPT:** Criminal Justice  
**SECTION:** Prosecution Unit  
**JOB TITLE:** **SUPPORT OFFICER**  
**REPORTS TO:** Prosecution Unit Operations Manager  
**CURRENT RANK/GRADE:** **GRADE E**  
**DATE:** September 2016

### 1. JOB PURPOSE:

To supervise the management of Prosecutions Support and Witness Care teams and functions in order to maximise the efficiency and effectiveness of a centralised Prosecutions Unit.

### 2. PRINCIPAL ACCOUNTABILITIES:

- a) Supervise team leaders to provide an efficient and effective service ensuring that targets are met and staff are motivated and committed to providing a high quality product, thereby minimising risks and ensuring business continuity.
- b) Identify opportunities for continuous improvement of business processes to improve standards promoting efficiency, good practice and a corporate approach delivering value for money.
- c) Interpret and evaluate management data in order to provide the Prosecutions Unit management team with information regarding performance to identify good practice and areas for improvement.
- d) Identify development needs across the unit to ensure staff are appropriately trained, motivated and engaged in emerging Criminal Justice initiatives and business processes.
- e) Attend internal and external meetings as required maintaining the impetus and framework of continuous improvement and resolving CJ issues of common interest.
- f) Provide cover for the Prosecutions Supervisor at the direction of the Prosecution Unit management team to ensure adequate responses to issues that may arise.

- g) Manage resources across Prosecutions Support and Witness Care monitoring and updating force systems appropriately and deal with any discipline matters that arise producing discipline and capability reports where relevant to maintain professional standards and improve attendance management.
- h) Be accountable for all Health and Safety issues, to include risk assessment, pertaining to the postholder and Unit's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.
- i) Ensure that staff are MoPI trained in accordance with the National Learning & Development Strategy and that all responsibilities are undertaken in relation to information management, data quality, information sharing, intelligence and information security in accordance with the NPCC Guidance on the Management of Police Information in order to comply with the Statutory Code of Practice.

### **3a. KNOWLEDGE AND EXPERIENCE:**

Excellent knowledge of National File Standards and National Performance Framework.

Knowledge and experience of using Niche RMS and the Criminal Justice exchange within Criminal Justice framework.

Ability to plan and organise, manage priorities, balancing resources and work to deadlines monitoring delivery to ensure required standard is met. Supervisory experience of managing a team and working cooperatively whilst tackling poor performance effectively.

Broad knowledge of police procedures and working practices.

Ability to establish and maintain effective working relationships with partner agencies.

Good written and oral communication skills to enable the post holder to represent Criminal Justice at internal and external meetings and produce written reports and presentations.

Post holder will need to demonstrate adaptability within a constantly evolving Criminal Justice system, leading change but also reviewing service delivery to ensure that it provides value for money.

Knowledge of Police Staff terms and conditions are essential.

Knowledge of relevant Force IT, specifically Origin, Cybertech, Storm, DEMS, PNC, Fotoware (not exhaustive) and the Criminal Justice System digital working to deliver a quality of service to customers internally whilst managing the team effectively.

Clear and demonstrable professional and ethical standards in line with all force policies.

**3b.** (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

#### **4. RELATIONSHIPS:**

***a) Supervisory responsibilities:***

Post holder has direct supervisory responsibility for the Team Leaders and will be required to provide cover for the Prosecutions Supervisor.

***b) Supervision Received:***

Line management is via Prosecutions Unit Operations Manager

***c) Other Contacts:***

***i) Within Merseyside Police:***

Operational Officers  
Other Criminal Justice Departments  
Investigation  
Case Development  
HR  
Finance  
Professional Standards Department  
Force Solicitors

***ii) Outside Merseyside Police:***

Regular:  
CPS &  
HMCTS and  
Defence Solicitors/legal representatives  
External forces

Occasional:  
Social Services,  
Probation Service,  
Prison Service,  
Education welfare and  
Non-prosecuting agencies

## 5. CONTEXT:

**a) *Operating Environment:*** (Services provided, work patterns, who are the customers)

Monday – Friday daytime.

Role suitable for Force Flexitime Scheme

The post holder will assist with the responsibility of ensuring that the unit provides a quality of service to all its customers both internal and external to the organisation.

**b) *Framework and Boundaries:*** (Policies and procedures which affect you and how these can be changed).

The post holder is required to work within the criminal justice, legal and procedural framework to ensure compliance with all relevant statutes and policies. Changes in legislation and procedure dictate variations in policy and working practice.

**c) *Organisation:*** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

Team Leaders responsible for the day-to-day running of administration support staff.

## 6. DIMENSIONS:

(Indicate in quantitative terms, key areas on which your job has an impact).

***Financial:*** N/A

***Staff:*** Supervision of 3 Team Leaders with advice and guidance to staff within the Unit (approx. 110)

***Other:*** Customers are primarily from operational and Criminal Justice Partners

## 7. JOB CHALLENGES:

(Describe the most challenging or complex parts of your job).

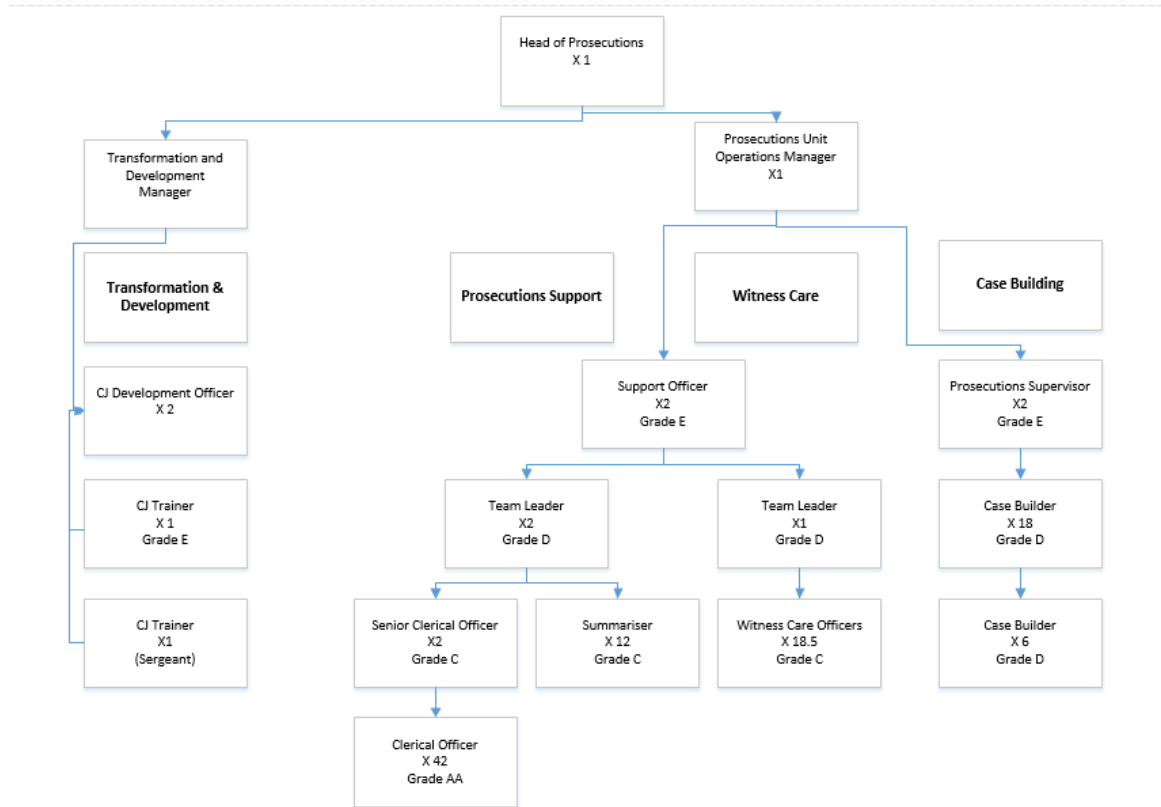
The requirement for the Support Officers is to work closely with the management team to ensure that the unit delivers a high quality product and service delivery.

A constantly evolving Criminal Justice system means that it is essential to regularly review business processes to identify opportunities and solutions with a key vision of improving service. To do this Support Officers are integral and must be open to change ensuring value for money and encouraging a teamwork ethos, whilst challenging existing practices to seek continuous improvement.

**8. ADDITIONAL INFORMATION:** (Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

**9. ORGANISATIONAL STRUCTURE:**

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



**10. AGREEMENT OF QUESTIONNAIRE CONTENT:**

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn:

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn: