



Role Title	Processing Officer	Reporting to	Senior Processing Officer
Section	Central Prosecution and Casualty Reduction Unit	District/Department	Protective Services, Operations
Tenure		Rank/Grade	Scale 3

Part A – JOB DESCRIPTION

Overall purpose of role	To provide effective and efficient processing service for the Central Prosecution and Casualty Reduction Unit ensuring that the Organisation meets all objectives within its portfolio, maintaining output and adhering to Court deadlines.
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Key outputs for role

1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.
2. Access, input and extract data/information from the organisations computer systems and other departmental systems ensuring effective service delivery in accordance with the requirements of the section, force policy and legislation.
3. Receive, check and process all relevant documentation in relation to business needs e.g. fixed penalties obtaining additional information and identifying offences as required and ensuring court case files are accurately prepared & compiled in accordance with policy.
4. Receive, record and track DVLA, Road Traffic Collision cases and police interview requests and associated documentation to completion, preparing and providing accurate abstract reports for external customers as required.
5. Attend court as required as a witness when necessary to clarify continuity of evidence to ensure a successful outcome at court.
6. Produce postal charges and crime charges by inputting accurate details onto the specialist computer systems for all relevant offences ensuring that appropriate documentation is attached to the electronic case file and then forwarded by the appropriate method of delivery.
7. Answer calls received by the Unit, carry out telephone assessments and accurately record and communicate information to provide the caller with an appropriate response.
8. Receive, record and process all correspondence, and complaints, providing guidance to customers where necessary, ensuring an effective service is provided for the Unit in order to meet court deadlines in line with policy.

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)

- Responsibility for the processing and handling of in the region of 100.000 tickets, 13,000 collision reports, in excess of 250 000 camera detections, 150 000 NDORS, 5,000 DVLA enquiries, 200,000 telephone enquiries, 80.,000 + summonses, postal requisitions and judicial cases, 5,000 crimes 5,000 fraud enquiries and 200+freedom of information enquiries.
- Working in a sensitive environment where callers may be Confrontational, emotional and/or challenging.
- Working in a constantly changing environment due to Government initiatives and legislation.
- Contributing towards the Unit achieving its performance targets and priorities.

Work/Business contacts

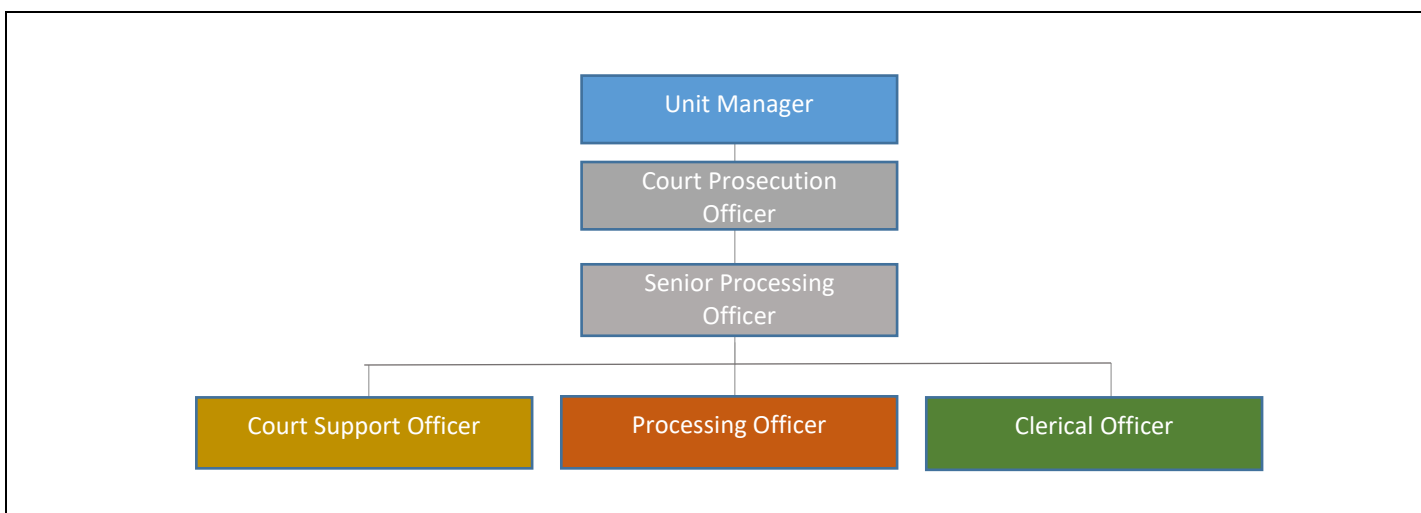
Internal: Police and police staff across the organisation

External: Crown Prosecution Service staff, Magistrates and Crown Court staff, members of the public, police and police staff of other forces, Local Authority staff, DVLA, medical staff, solicitors, insurance companies.

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
• Ability to work as part of a team	Essential
• Has experience of working in an administrative or clerical environment	Essential
• Has a basic knowledge of and is able to use computer packages such as Microsoft Office and ability to attend and pass a relevant pre-assessment with regards to data input and extraction and typing.	Essential
• Previous experience of working in a similar customer focussed & confidential environment.	Essential
• Has a basic knowledge of Road Traffic Offences and Regulations	Desirable
• Has a basic knowledge of the Criminal Justice System relevant to the work of the department.	Desirable
Other (Physical, mobility, local conditions)	
• Prepared to work flexible hours to suit the requirements of the department.	Essential

Expertise in Role - After initial development - Level 2
• Has a detailed knowledge of all relevant departmental and organisational procedures and practices.
• Has a detailed knowledge of systems and procedures of the department and how it fits within the organisation / partners.
• Is recognised as an expert source of information on matters related to the work of the department both internally and externally.

Structure



PART B – COMPETENCIES & VALUES

Competency and Values Framework –
http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

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PART D - ACCESS & VETTING

<i>Standard IT Access</i>	Default
<i>Police Building (Perimeter and Zone access)</i>	Dudley Hill
<i>Vetting Level</i>	Recruitment
<i>Date accepted as a role profile</i>	29/3/18