ROLE PROFILE

Role Title: Clerical Officer
Section: Central Prosecution and Casualty Reduction Unit
Reporting to: Senior Processing Officer
District/Department: Protective Services, Operations
Tenure: Scale 1/2

Part A – JOB DESCRIPTION

Overall purpose of role
To provide an efficient and effective administrative support function to the Central Prosecution and Casualty Reduction Unit in accordance with policy and legislation to meet the needs of the Unit.

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. Receive, collate and distribute mail, using an enveloping machine and digital mail room, liaising with the Royal Mail /DX for collections and deliveries, and monitoring correspondence from members of the public to ensure accurate records are maintained and business needs of the Unit are met.

3. Manually input, process and coordinate nominations and admissions in relation to Notices received in the Unit, ensuring they are accurately dealt with on time, meeting daily deadlines.

4. To meet and greet suppliers/visitors and ensuring that they are conducted/escorted to the relevant section, booking in/out as required.

5. Maintain the online business account, updating accurately with stock used to ensure the Unit is charged appropriately.

6. Undertake any other clerical work as directed in order to provide business continuity and enable the team as a whole to meet deadlines and meet organisational needs and court objectives.

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

- Processing a large volume of incoming/outgoing mail on a daily basis, approximately 2,000 inbound and 5,000 outbound items of mail.
- Using a range of specialist systems – Pentip/ Stardome/Microsoft.

Work/Business contacts

Internal: Police and support staff across CPB and the force
External: Magistrates and Crown Court staff, contractors and suppliers
### Expertise in Role Required (At selection - Level 1)

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Essential</th>
<th>Desirable</th>
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</thead>
<tbody>
<tr>
<td>Has a basic knowledge of and is able to use computer packages such as Microsoft Office</td>
<td>Essential</td>
<td>Desirable</td>
</tr>
<tr>
<td>Has experience of office systems and procedures</td>
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<tr>
<td>Has a proven aptitude and ability for clerical and administrative tasks.</td>
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**Other (Physical, mobility, local conditions)**

- Prepared to work flexible hours to suit the requirements of the departments  
  Essential

### Expertise in Role - After initial development - Level 2

- Has a detailed knowledge of all relevant departmental and force procedures and practices
- Has a detailed knowledge of systems and procedures of the department and how it fits within the force
- Has a detailed knowledge of the unit
- Is recognised as an expert source of information on matters related to the work of the department
- Has completed Pentip / Stardome on the job training to a competent level.

### Structure

![Structure Diagram](image)

### PART B – COMPETENCIES & VALUES

*Competency and Values Framework –*


Level 1 – Practitioner

### PART C - DEVELOPMENT OF ROLE

*Expertise in Role (Advanced - Level 3)*

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### PART D - ACCESS & VETTING
<table>
<thead>
<tr>
<th>Standard IT Access</th>
<th>Default</th>
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<tbody>
<tr>
<td><strong>Police Building (Perimeter and Zone access)</strong></td>
<td>Perimeter Access to Police Buildings where based</td>
</tr>
<tr>
<td>Vetting Level</td>
<td>Recruitment</td>
</tr>
<tr>
<td><strong>Date accepted as a role profile</strong></td>
<td>18/8/16</td>
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