



Role Title	Senior Processing Officer	Reporting to	Unit Manager
Section	Central Prosecution and Casualty Reduction Unit	District/Department	Protective Services, Operations
Tenure		Rank/Grade	Scale 5

Part A – JOB DESCRIPTION

Overall purpose of role	To supervise all sections within the Unit in accordance with policy and legislation ensuring that the Unit consistently provides an effective prosecution service to the organisation and HM Courts.
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Key outputs for role –
<ol style="list-style-type: none">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. Proactively manage the performance, attendance and wellbeing of police officers and police staff against the required standards to ensure they are dealt with and supported in accordance with the correct policies and procedures.3. Supervise and monitor the inputting and extraction of data/information from the force computer systems, ensuring effective service delivery in accordance with force policy and legislation, Interpreting and recording information from all areas onto the appropriate databases providing accurate statistical reports for the management team to meet performance targets.4. Evaluate and make consistent prosecution decisions for all files and correspondence received falling within the business area of the Unit, authorising process consistent with the Code for Crown Prosecutors, ensuring timeliness and quality of all files submitted.5. Provide advice, guidance and training, where appropriate to internal and external contacts regarding the core businesses of the Unit and connected projects to ensure that policies/procedures and legislation are correctly interpreted and adhered to.6. Manage, Prepare, and submit monthly receipts accounts in relation to business needs of the Unit, day to day running of the Impress account with responsibility for monitoring and banking.7. Identify areas for improvement in the functions, procedures, processes and working practices of the Sections and make the appropriate enhancements in accordance with force policy and procedure.

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)
<ul style="list-style-type: none">• Direct line supervision of up to 35 staff shared between 3 supervisors.• Supervisory responsibility for overseeing increasing volumes of camera detections, currently 200,000, including the offers of 80,000 National Driver Offender Re-training Scheme (NDORS) courses and Conditional Offers, in the region of 200,000 tickets, 121,000 collision reports, 5,000 DVLA enquiries, 200,000 telephone enquiries, 75,000 summonses, postal requisitions and judicial cases, 5,000 crimes 5,000 fraud enquiries and 100 freedom of information enquiries.• Working in a sensitive and confidential environment, dealing with complaints where callers may be emotional and/or challenging.• Working in a constantly changing environment due to Government initiatives and legislation.• Contributing towards the Force achieving its performance targets and priorities.• Dealing with receipts accounts up to £500,000 per year.

Work/Business contacts

Internal: Police Officers 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, NDORS service providers.

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
<ul style="list-style-type: none">• Able to demonstrate previous administrative experience, preferably within a similar office environment	Essential
<ul style="list-style-type: none">• Has a basic knowledge of and is able to use computer packages such as Microsoft Office.	Essential
<ul style="list-style-type: none">• Ability to successfully complete a Road Traffic Law Course within one year or a reasonable time frame.	Essential
<ul style="list-style-type: none">• Previous supervisory experience.	Desirable
<ul style="list-style-type: none">• Has a basic knowledge of the Criminal Justice System relevant to the work of the department	Desirable
<ul style="list-style-type: none">• Has a basic knowledge of Road Traffic Regulations and Legislation	Desirable
Other (Physical, mobility, local conditions)	
<ul style="list-style-type: none">• Prepared to work flexible hours to suit the requirements of the Section.	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 Unit and how it fits within the organisation.
- Has a detailed knowledge of the Criminal Justice System relevant to the work of the department.
- Has successfully completed Leadership training.
- Has successfully attended and passed a Road Traffic Law course.

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

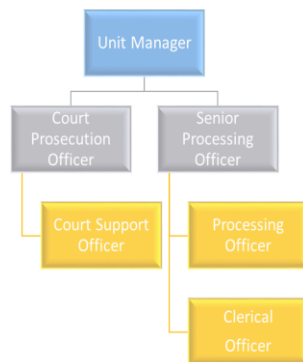
Level 2- Supervisor/Middle Manager

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

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Structure



PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Dudley Hill
Vetting Level	Recruitment Vetting
Date accepted as a role profile	18/8/16