

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Witness and Case Officer	Current Grade:	A006
Department:	National Justice Department	Division:	All
Reports To:	Witness and Case Manager	No of Posts:	56
Level of vetting:	BV	Post Number:	

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

The post holder is responsible for all aspects of the attendance of witnesses at court and to provide a focal point for information in connection with criminal cases. The post holder will also prepare and analyse all casework arising from police stations and support OIC's, making recommendations on content whilst providing quality assurance of casework standards.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

Direct: Ensuring best costs for witnesses attending court

Staff Responsibilities – Direct or Non-Direct

Direct:

Any Other Statistical Data

11,200 Prosecution Files

40,000 Witnesses

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D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Single point of contact (SPOC) for victims/witnesses and all other non-professional witnesses and to co-ordinate the attendance of all witnesses to Magistrates/Youth/Crown Courts to ensure compliance with the minimum requirements as set out in No Witness No Justice and the Victims Code of Practice.

Attend court in the line of duty, if requested by judiciary, with relevant WCU documents, to evidence actions taken.

Responsible for administration of requirements under Legal Aid, Sentencing and Punishment of Offenders Act and Driver Awareness.

Supervise cases and procedures to comply fully with No Witness No Justice as set out in the Criminal Case Management Programme.

Perform a detailed risk and need's assessment for all non-professional victims/witnesses when a not guilty plea is entered. Provide primary victim/witnesses with access to a range of support options, including support groups. Fully understand the importance of this task and consequence to the individual if performance is not in line with the 14 minimum requirements as set out in No Witness No Justice.

Prepare detailed reports for the Crown Prosecution Service requesting special measures in order that application can be made at court. If necessary attend court in support of recommendations.

Assist Senior Police Officers with matters of Police court attendance/non attendance. Upon request, supply detailed information to Police managers to assist with Professional Standards.

Evaluate, assess and respond to any court-related queries and documentation i.e. Judge's Orders, received from external bodies, i.e. Solicitors, Crown Prosecution Service, courts and Police Officers.

Ensure the relevant databases are maintained to the highest standards, ensuring the input of information regarding any actions taken are correct and up to date, in line with relevant legislation, guidelines and set procedures.

Request and maintain a record of availability of Police and non-professional victim/witnesses on the relevant databases and cascade this information, where relevant, in a timely manner to the relevant parties in order to correctly schedule court hearings.

Liaise with victims/witnesses/Police/professional witnesses, on a regular basis, via their preferred means of contact within the agreed timescales.

Arrange the attendance of interpreters and other professional bodies for Magistrates/Youth/Crown courts where necessary.

Make the appropriate travel and accommodation arrangements for those based nationally and overseas.

Notify all victims/witnesses of outcome and sentence of case in a timely fashion and thank them for their contribution to the case. Offer referrals from relevant support agencies if necessary.

Analyse case papers and make recommendations. Provide guidance to OICs on unused material to ensure compliance with requirements of the Crime Procedures and Investigations Act.

Prepare case papers in consultation with the OIC for submission to the Crown Prosecution Service to ensure files are submitted in accordance with the Manual of Guidance.

Deal expeditiously with correspondence and casework enquiries as required ensuring line manager is informed of progress.

Identify, edit and serve advance and secondary disclosure information to Defence and Crown Prosecution

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Service.

Initiate and monitor requests for additional evidence and material maintaining relevant case notes and monitoring progress.

Maintain effective links between the National Justice Unit and the Crown Prosecution Service and other agencies to optimise working relationships.

To supervise cases and procedures on a roster basis as directed.

Establish and build multi agency relationships ensuring case progression compliance.

Raise summons as and when required within set timescales and guidelines.

E. DECISION MAKING:

Make decisions

Significant say in decisions

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

Colleagues, Officers, Other BTP Divisions,

External

All business partners which may include; stakeholder TOCs, Crown Prosecution Service, Court Personnel, Other Police Forces, Probation Service, Youth Offending Teams, Defence Solicitors.

All external independent personnel which may include; Witnesses, Victims of Crime; Public

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G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Educated to GCSE Standard or equivalent

Experience:

Proven experience of No Witness No Justice

Proven experience within a legal environment including an understanding of the criminal justice process and familiarity with the courts process

Must be a willing and able team member with the ability to fit well into a pressurised, team-working environment.

Skills:

Excellent communication skills, both written and verbally, with excellent report writing/keyboard skills.

Proven reasoning and decision making skills

Excellent written and verbal communication skills including excellent report writing and keyboard skills

Must pay attention to detail, be self-motivated and able to cope with sensitive, stressful/pressured situations and must be able to empathise with victim/witness of crime. Must be able to prioritise, manage time effectively and work to targets and numerate and confident with IT packages.

Excellent interpersonal skills and problem solving skill and responsive to internal customer needs and able to forge good working relationships

Knowledge:

Desired Criteria:

Qualifications and Training:

Legal Qualification

Experience:

Proven experience of working in a case progression environment

Skills:

Knowledge:

No Witness, No Justice, Victims Codes of Practice

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

The postholder is required to comply with any statutory and legal requirements, as well as internal policies and procedures which include;

Data Protection; Freedom of Information; Security of Information;

Government Protective Marking Scheme

Standard Operating Procedures

There may be a requirement to attend court under judicial direction.

I. AUTHORISATION DETAILS

Prepared By:

Date:

Division Commander

/FHQ HoD:

Date:

Evaluation Panel:

Date:

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