

## 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:	C&JU Manager	Current Grade:	B002
Department:	Justice Department	Area:	D
Reports To:	Justice Transactions Manager	No of Posts:	1
Level of vetting:	BV	Post Number:	

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

Accountable and responsible for the effective day to day management of the Crime & Justice Unit (C&JU) within the Justice Department

Answerable for performance management and workload allocation, delegating as appropriate to ensure workload priorities are achieved and that work procedures are followed and applied to the agreed standards

Responsible for providing supervision and guidance to the C&JU Staff on all aspects of Crime Management

Responsible for ensuring that all C&JU Staff adhere to the Crime Screening process

Manage, lead and develop C&JU Staff to build and maintain a cohesive team environment

To be the first escalation point for internal and external stakeholders in relation to any request for re-classification or cancellation of Crime and transfer of Crime

This role involves the provision of business support and managerial functions across a particularly wide range of issues, reporting to the respective Management. Deal with all correspondence, in particular email, directing where appropriate, authoring replies on their behalf, acting as an executive support function, the post holder is authorised by the Head JD managers with activities to the direction of business needs.

Ensure that all Justice Department business planning activity is consistent with key strategy documents and that the progress is recorded and reported on both internally and to external stakeholders.

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

**Financial – Direct or Non-Direct**

None

**Staff Responsibilities – Direct or Non-Direct**

Direct:

Glasgow – 3 x Case Progressors, 4 x Crime Evaluator & SCRO Administrators

**Any Other Statistical Data**

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

Management of workload allocation, ensuring all tasks work flowed to C&JU are actioned, taking into account current workloads and experience.

Monitor performance against Force, divisional and department objectives with a view to identifying areas for improvement and assist in formulation of action plans. Implement procedures as necessary to bring performance to the required levels. Identify detection opportunities, recommend charges, encourage prompt and diligent investigation and provide expert advice on interpretation of policies, rules, standards and codes of practice, ensuring that clearance or closure of reports is carried out correctly.

Represent Crime Management at internal and external meetings in relation to data quality, performance and compliance issues, ensuring all information is fed back as appropriate.

Ensure the team operates in accordance with the Scottish Crime Recording Standards (SCRS)

Working with the Force Crime Registrar to ensure any changes in NCRS and SCRS are applied to working practices. Apply any changes following an audit from the Strategic Development Department.

Review and make decisions on any requests received for a re-classification or cancellation of an Occurrence.

Respond to any challenges and justify decision making to senior management on Division around Crime Screening and Allocation carried out by the C&JU Staff.

Respond to any challenges to a decision to reclassify or cancel an Occurrence or similarly justify any refusal. Ensure that the rationale within the response is clear using the appropriate policy and guidelines.

Conflict resolution and problem solving for the team, managing escalated issues, complaints and queries from both internal and external sources, such as Senior Management in the Daily Management Meeting around the classification of an Occurrence. Liaise with the Force Crime Registrar to reach early conclusions on disputed issues.

Manage the transfer of crimes from Home Office Forces to ensure smooth transactions and quick resolution of discrepancies.

Quality assure the work undertaken by the C&JU Staff by regularly auditing their Occurrences to ensure they have adhered to the Crime Screening Process

In respect of First Contact Centre staff, arrange documentation and materials in respect of Scottish legislation and procedures, providing training in relation to crime recording, management meetings, road-shows and workshops as necessary.

Attend when appropriate and contribute to Case Management meetings.

Quality control of all CHS/ PNC input to ensure accuracy of information.

Provide statistical data from the relevant systems as required, including quarterly crime data to the Scottish Government and National Justice data illustrating current performance.

To ensure that reports are progressed to the Procurator Fiscal within the appropriate timescales in line with the agreements in place and that these meet the standards required.

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To lead and develop audits in relation to file standard submitted ensuring all systems are updated and maintained appropriately.

Trouble shooter for day to day general enquiries from JD staff and Officers in relation to any aspect to general file management.

Manage the RTO (Return to Officer Data) in respect of ensuring an even distribution of work and to improve the standard of case files.

Manage the induction and training of new starters, identifying training and development needs of current staff and providing/sourcing guidance and refresher training on a regular basis.

Provide motivation, leadership and direction to the team, utilizing effective team management including, but not limited to the Right Track Process, Sickness Absence and Unsatisfactory Performance.

Assist in the identification and development of key strategic performance issues and opportunities that will impact on the C&JU.

Responsible for working to maintain staff welfare in a busy, 7 days a week team.

To manage sickness and PDR processes in respect of direct reports.

Develop and maintain a customer service focus within C&JU to ensure the force are able to obtain relevant, up to date advice.

#### **E. DECISION MAKING:**

Any requests for a Re-Classification or Cancellation of Crime

Prioritisation of workload and time management

Trouble shooter for day to day general Crime Management Queries

Negotiation with Senior Officers in other Home Office forces on the reallocation of Crime to and from BTP

Monitor and make recommendations for change on all business processes within JD

Business process improvements and implementation of change management processes.

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

**Internal**

Internally, the work of the C&JU Manager involves extensive liaison with the Senior Command Team, JD personnel, Procurator Fiscal, police officers and police staff at all levels within the Force. To provide staff support, communicate updates on any Unit changes and continue with the excellent customer service currently provided by the JD.

**External**

Build positive working relationships with senior stakeholders, including Crown Prosecution Service, rail industry Senior Executives, other police forces, government officials and BTPs senior management team,. To ensure the JD are continuously providing excellent customer service and to enable the dept to continue to horizon scan and complete business planning in relation to their changing needs and requirements.

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

**Essential Criteria:**

**Qualifications and Training:**

Educated to degree level or equivalent experience gained in a Crime Management environment.

CMI Level 5 Diploma or equivalent qualification in Management & Leadership.

**Experience:**

Proven experience in Crime Management

Extensive experience of working in a business support function in a fast paced office environment.

Quality assurance and proof-reading detailed data and information.

Proven managerial and organizational skills demonstrated by the ability to plan and co-ordinate complex workloads for teams of staff within demanding deadlines.

**Skills:**

Experience in negotiating and influencing colleagues and management.

Ability to work unsupervised, use initiative and where necessary take corrective actions.

Outstanding time management, prioritization and organizational skills.

IT literate.

Advanced written and verbal communication skills, able to communicate effectively and convey integrity.

Able to analyse, interpret and comment on internal and external reports and data

Strong relationship management and team working skills with the ability to establish immediate rapport utilizing integrity and approachability, ensuring colleagues and staff feel able to discuss sensitive and confidential issues.

Evidence of working within a performance driven team with knowledge of database management.

Excellent communication skills, both written and verbal.

**Knowledge:**

Working knowledge of Scottish Counting Rules and Victim Codes of Practice.

Extensive knowledge of the Criminal Justice System

Knowledge of performance management and KPIs

**Desired Criteria:**

**Qualifications and Training:**

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**Experience:**

Review and applying decisions to requests for Reclassification or Cancellation of Crime

Experienced Executive Assistant with Managerial responsibilities within a Police Service

**Skills:**

**Knowledge:**

Knowledge of Data Protection and Freedom of Information legislative requirements, Government Protective Marking Scheme.

Knowledge of Management of Police Information (MOPI)

**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.*

To oversee and manage the Crime and Justice Unit based in Glasgow providing first line management support and to provide statistical data and performance management information as and when required.

The post is a varied and challenging role and the post holder will be required to operate in various situations requiring strong organisational, analytical, influencing, leadership and motivational skills.

The roles and responsibilities of this post have, and are likely to, change in line with the ongoing development of the Head and Deputy Head of Justice.

Given the nature of the role, a degree of out of hours working and long days will be required, as well as some travel.

There is a reputational and financial risk to the force if Crime data is inaccurate therefore their decision making and rationale around requests received for reclassification and cancellation of Crime is of the upmost importance. This also applies to the Crime Staff and their ability to apply the Crime Screening process so the post holder has a vital role to play in ensuring process and policy is correctly followed.

To act as a single point of contact for all Crime classification issues and liaise with the Force Crime Registrar to reach early conclusions on disputed issues.

This post will involve weekend working.

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**I. AUTHORISATION DETAILS**

Prepared By: Lisa Mylett

Date: 29/09/16

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

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