

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:	Central Ticket Office Coordinators	Current Grade:	A003
Department:	Justice Department	Division:	A
Reports to:	Business Support Manager	No of Posts:	7
Level of vetting:		Post Number:	

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

The post holder will be responsible for the administration of Penalty Notices for Disorder (PND) tickets, Drugs Warnings and Fixed Penalty Notices (FPN), Ofcom and Criminal Injuries Compensation Authority (CICA) claims through PentiP.

To provide professional, well-organized and comprehensive administrative support, carrying out general office duties including logging and distributing of post, booking travel and accommodation, ad hoc minute taking and typing

To provide a professional and efficient reception service, acting as first point of call for internal and external visitors and callers.

Required to book Victim Awareness Courses (VAC), Drivers Awareness Courses (DAC) and Drug Link referrals through an online portal.

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

Financial – Direct or Non-Direct

Direct: None

Staff Responsibilities – Direct or Non-Direct

Direct: None

Any Other Statistical Data

REWARD

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

- Through an online portal, the post holder will be accountable for processing and the administration of Penalty Notices for Disorder (PND), Drugs Warnings, Fixed Penalty Notices (FPN), and Criminal Injuries Compensation Authority (CICA) claims, and booking Victim Awareness Courses (VAC), Drivers Awareness Courses (DAC) and Drug Link referrals through an online portal.
- Determine the compliance of PNDs, Drugs Warnings and FPNs with current legislation and policy, making a decision as to whether suspend and cancel where appropriate.
- Liaise with the Officer in the Case (OIC) upon receipt of contested PNDs and failure to comply FPNs to ensure case progression via prosecution/no further action.
- Assess CICA applications and quality assure to ensure adequate disclosure in line with legislation and Force requirements. Liaise with the OIC to ensure all information required by the CICA is provided in the statutory timeframe as set out by the Victims Code of Practice (VCOP).
- Administer Driver Awareness Course referrals via DriverAware to include eligibility checks and successful completion.
- Provide a full administrative service to include photocopying, maintaining stationery and office supplies, notices and distribution lists, dissemination of all mail correspondence and providing reception cover, booking hotel accommodation and travel for all staff within the Justice Department.
- Receive, acknowledge and reply to telephone calls and internal and external correspondence and documents in a professional and timely manner and redirect as necessary.
- Administration assistance to the Witness and Case Records Officers, inclusive of filing and weeding of files, obtaining court dates for Postal Requisitions, and completing witness expense forms.
- The post holder will be responsible for the copying, storage and delivering of CCTV evidence for prosecution cases, as well as the storage of Achieving Best Evidence interviews and archiving and CyCmoping of files.
- The post holder will be dealing with the administration process for Scrutiny Panels. This will typically involve the redaction of sensitive information, and the preparation and dissemination of files to the relevant individuals.
- Additionally; Responsible for closing down Completed Diversions on Niche, and ensure the Trespass Education Package has been delivered by the officer in the specified time frame through Niche.
- Ad-hoc typing and minute taking for the Justice Department.

E. DECISION MAKING:

Make decisions

Determine the compliance of PNDs, Drugs Warnings and FPNs with current legislation and policy, making a decision as to whether to process, suspend or cancel where appropriate.

Assess FPN compliance of cases in the Holding bay, making effective decisions on whether to accept prosecution on PentIP, cancel the FPN or provide drivers with additional opportunities to comply. The post holder will be required to review evidence provided by the driver and make appropriate decisions to progress cases.

Significant say in decisions

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

Internal

JD Colleagues and BTP Officers and Staff.

External

Members of the public, DVLA, PentIP and CICA personnel

Her Majesty's Courts and Tribunal Service

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

Essential Criteria:

Qualifications and Training:

Minimum GCSE grade C or equivalent in English and Maths

Experience:

Proven administrative experience with demonstrable organisational ability and attention to detail

Proven experience of working to deadlines

Proven experience of working in a criminal justice environment

Proven experience in a team environment and within a customer service role

Skills:

Self-motivated with the ability to work on own initiative and prioritise own workload with minimal supervision

Excellent verbal and written communication skills with good telephone manner

Ability to remain calm under pressure, dealing with a range of tasks simultaneously

Proficient in MS Office applications including database management

Knowledge:

Awareness of statutory and legal requirements including Data Protection, Security of Information and Freedom of Information, MOPI, General Data Protection Regulation and Government Security Classification Scheme

Desired Criteria:

Qualifications and Training:

To have previous experience of answering a busy telephone system and dealing with queries in a professional manner

Experience:

To be familiar with police environment

To be familiar with Court procedures

Have awareness of National File Standards & ABE/ VRI Standards

Awareness of statutory and legal requirements including Data Protection, Security of Information and Freedom of Information, MOPI, General Data Protection Regulation and Government Security Classification Scheme

Skills:

Knowledge:

A clear understanding of the Justice

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 must respect confidentiality when dealing with PSD in instances where complaints are made and further details are required by PSD.

May have to deal with confrontational situations with members of the public when they contact the Justice Department.

I. AUTHORISATION DETAILS

Prepared By:	Date:
Division Commander	
/FHQ HoD:	Date:
Evaluation Panel:	Date: