

# JOB DESCRIPTION



<b>Role title:</b>	Process Officer
<b>Grade and salary:</b>	Grade D (SCP 14-22) £21,018-£25,353
<b>Hours:</b>	Full-time - 37 hours per week
<b>Department or Division:</b>	Operational Support, Casualty Reduction Enforcement Support Team Department (CREST)
<b>Location:</b>	Wyatt's Way, Ripley
<b>Post reports to:</b>	CREST Process Supervisor
<b>Suitable for job share or part-time:</b>	No (full-time post only)
<b>Other considerations:</b>	<p>The post holder will be required to achieve and maintain vetting to RV security clearance level.</p> <p>Please note that, due to the nature of security checks undertaken, applicants must have 3 years continuous residency in the UK up to the date of the application and Home Office approval for indefinite leave to remain within the UK.</p> <p>All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.</p>
<b>Date last reviewed:</b>	17/01/2023

## PURPOSE AND DESCRIPTION OF JOB ROLE:

To undertake the viewing and administration of Casualty Reduction Enforcement Support Team (CREST) and the processing of all offences recorded by Safety Cameras within the County.

Assisting the Department with retrieving, recording, assessment and evaluation of all offences and correspondence in relation to offences committed.

You will have responsibility for dealing with enquiries from staff, partner agencies and members of the public and updating and interrogating relevant force databases and filing systems.

The role will play an integral part in providing limited initial investigation, research and administrative support to the CREST Unit, Operations Department and Derbyshire Constabulary.

You will be responsible for the creation and production of files in relation to offences committed, whereby offenders have failed to comply with sections of the Road Traffic Act and then attend court where necessary and as requested.

You will also be used on a Customer Services role within the Process Team receiving and dealing with calls from the public also responding to emails and letters.

## SPECIFIC ROLES AND RESPONSIBILITIES:

- To uphold the force values of Performance, Innovation, Responsibility, Respect and Integrity.
- To provide clerical and administrative support within the CREST unit, Operations department and Derbyshire Constabulary as directed.
- To carry out Customer Services duties responding to phone calls, letters and emails from the public.
- To carry out the viewing and processing and verifying of safety camera offences.
- Obtain and evaluate information from speeding offences.
- To use force systems and databases to input and retrieve data accurately.
- To respond to any telephone, written or electronic enquiry as appropriate from within the organisation, members of the public and offenders.
- To produce intelligence products as required.
- To create Niche occurrences for offences identified.
- To research, evaluate and collate information as required.
- Support live investigations as requested.
- To be responsible for incoming and outgoing despatch.
- To undertake photocopying and filing as necessary.
- The use of equipment such as the shredding machine, franking machine and letter folder/insertor and any other equipment or program as directed and trained in the use of.
- To communicate and interact within and outside the department, with colleagues, operational officers and other agencies such as national speed awareness course providers, liaising with the CPS and HMCTS.
- To complete disclosure requests as necessary in accordance with policy and upload onto Niche.
- The creation of prosecution files for court including the initial investigation, research; retrieval and submission of case file data.
- Attendance at court when requested.
- To identify problems, investigate record and disseminate information in relation to ongoing cases. This incorporates the submission of intelligence items to support intelligence led policing in line with the National Intelligence Model (NIM).
- To work in line with current policies and legislation such as Data Protection, MOPI, Lawful sharing of information, Disclosure and information security.
- To carry out any other duties deemed relevant for the role and within the scope of the grade.

## SKILLS AND EXPERIENCE REQUIRED:

### Essential:

- Previous clerical/administrative experience in a busy office environment.
- Proven experience in recording information with a high level of accuracy and attention to detail.
- Have the ability to communicate to individuals clearly and concisely with a variety of different backgrounds and needs.
- Experience of managing a high workload and prioritising multiple competing responsibilities.
- Experience of following set procedures to handle a task.

- Have the ability to analyse and interpret information and/or evidence.
- Experience of working with minimum supervision and as part of a team.
- Experience of working within a team, with competing priorities, but a shared objective.
- Good working Knowledge and ability to utilise Microsoft Outlook, Word, Teams and Excel.
- Be the holder of a full car driving licence.

#### Desirable:

- Previous Customer Services experience.
- Good knowledge of Data Protection (GDPR).
- Adaptable to unique working process with ability to deliver written and verbal information in a formal setting.
- Experience of developing and evolving working practices.

## PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

**Acting with Integrity:** Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

**Working with others:** Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

**Problem solving and innovation:** Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

**Planning and organising:** Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

**Communicating and influencing:** Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

**Personal development:** Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

**Delivering results:** Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

**Customer focus:** Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

**Operational and technical awareness:** Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.