



<b>Role title:</b>	Community Speed Watch Administration Officer (Casualty Reduction Enforcement Support Team - CREST)
<b>Grade &amp; salary:</b>	C (£17,376 to £19,704)
<b>Working hours/shift pattern:</b>	Full Time - 37 Hours (permanent)
<b>Additional allowances:</b>	
<b>Location:</b>	Wyatts Way Police Station, Ripley
<b>Post reports to:</b>	CREST Manager
<b>Suitable for job share or part time:</b>	Yes
<b>Other considerations (e.g. travel):</b>	<p>The successful candidate will be required to drive a police vehicle.</p> <p>On occasions the post holder may be required to work outside normal working hours as business requires. They may also be deployed within the CREST department on roles as instructed by the CREST Manager.</p>
<b>Date last reviewed:</b>	21 <sup>st</sup> February 2019

### Purpose and Description of Job Role:

The Casualty Reduction Enforcement Safety Team (CREST) comprises both Police Officers and Police Staff who are responsible for all aspects of speed camera enforcement, administration and process of traffic related offences as well as working with police & partner agencies on schemes and initiatives aimed at improving road safety thereby reducing the number of killed and serious injury (KSI) collisions on the roads.

The role of Community Speed Watch (CSW) - Administration Officer is a Derbyshire Constabulary funded post to support the delivery of the Community Speed Watch initiative to the people of Derbyshire working within the CREST Department under the supervision of the Community Speed Watch Coordinator and second line management of CREST Manager.

To undertake the viewing and administration of Casualty Reduction Enforcement Support Team (CREST) and the processing of all offences recorded by Community Speed Watch teams also assisting the CREST department with retrieving, recording, assessment and evaluation of all offences

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and correspondence in relation to offences committed.

The administrator has 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 supporting the CREST Department with inclusion of Community Speed Watch and providing as appropriate and directed by CREST Manager administrative support to the CREST Department.

To ensure all staff involved in work in this role carry out functions in accordance with force principles and code of ethics. To deliver a high quality of service to members of the policing family and members of the public alike to the highest professional standards.

### **Specific Roles and Responsibilities:**

- To provide clerical, administrative and process support within the CREST Department
- 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 / inserter 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, councillors, parish and ward leads and Volunteers for the Constabulary.
- The post holder is to support the CSW Coordinator with administration for the delivery of the CSW initiative to the City, towns, parishes and wards of Derbyshire.
- The post holder is to carry out administrative functions for the CSW Coordinator in the arrangement, attendance and delivery of presentations of the Community Speed Watch program to the communities of Derbyshire.
- The post holder to be responsible for the maintenance and the updating of appropriate databases to provide relevant road safety data.
- To submit intelligence as appropriate.
- To uphold the Force Principles.
- To work as directed by the CREST manager within the unit. To assist within the unit to ensure an effective service is delivered to the public and customers. To continually develop their existing skills and knowledge and to have the ability to be flexible within the Section.

## Skills & Experience Required:

### Essential:

- Provide evidence of GCSE English and Maths Level 4 / Grade C or equivalent qualification.
- Provide evidence of previous clerical / administrative experience in a busy office environment, which includes the use of keyboard to input and retrieve data, photocopying, faxing and using the telephone. Also provide examples of using Microsoft Outlook, word and excel.
- Provide examples of proven experience in receiving and checking information for content and accuracy.
- Provide evidence of experience in researching a variety of databases, gathering, assessing and managing data.
- Experience of organising and managing a varied workload, working to tight deadlines and delivering results through effective planning, organising of work and working on own initiative.
- Provide evidence of dealing with telephone enquiries and responding as appropriate i.e. Verbal or written.
- Provide examples of experience of working as part of a team.
- Provide examples of the ability to identify and solve problems.
- Provide examples of ability to make decisions based on the information provided.
- Provide evidence of previous experience of working within partnerships.
- Must hold a full driving licence for Category B vehicles.

### Desirable:

- Provide examples of a good working knowledge of Road Traffic Legislation.
- Provide examples of experience of using police computer systems.
- Provide evidence showing experience of working within the criminal justice system.
- Demonstrates the ability to develop strong working relationships.
- Demonstrates the ability to be flexible /adaptable in your approach to working practices.

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## 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 & 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 & 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 & 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.

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