



## **JOB DESCRIPTION**

**Title –** Case Administrator - Traffic & Crime

**Version -** 1.1 **Date -** April 2022

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<b>Post Number:</b>	J1140 & J1161
<b>Grade:</b>	Scale 3, £19,451 - £20,706
<b>Weekly Hours:</b>	37
<b>Department:</b>	Case Management Section
<b>Status:</b>	Established
<b>Responsible To:</b>	Case Team Leader
<b>Responsible for:</b>	N/A
<b>Job Role /Purpose:</b>	To undertake tasks in relation to the preparation of cases within the various teams, to include Prosecution Teams, Process File Unit, Collision File unit and Customer Service unit. To deal with enquiries from internal and external customers, providing advice, guidance and information as appropriate.
<b>Health and Safety:</b>	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
<b>Contacts:</b>	Police Officers, Police Staff, CPS, Courts, Defence Lawyers, Probation, Hospitals, members of the public and any other partnership or external agencies
<b>Equality and Diversity</b>	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

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## **PERSON SPECIFICATION**

### **KNOWLEDGE, SKILLS & ABILITIES**

#### **ESSENTIAL CRITERIA**

*A clear definition of the necessary criteria.*

#### **Essential knowledge:**

To be educated to GCSE Grade C/4 or equivalent in English Language or be able to demonstrate the ability to the above level by work experience.

To be educated to ECDL Basic Level or demonstrate the ability to work to the above level by work experience, to include Outlook, Word, Excel.

**Work Experience:**

Accurately inputting and extracting information on computer databases.

Following office procedures and practices where photocopying, filing, form completion and scanning.

Ability to adapt to new ways of working and its demands, suggesting changes to existing systems in order to achieve improvements.

Working to strict deadlines whilst maintaining attention to detail.

Working in a team based environment, cooperating and supporting others.

Ability to prioritise workload, maintaining accurate, orderly and up-to-date work.

Work in a confidential and sensitive environment.

**Personal / Interpersonal Skills, Aptitudes:**

Have effective communication skills, both verbal and written.

Demonstrate a level of awareness of diversity issues appropriate to this role.

**Special Skills:**

Must be willing and able to travel within Leicester, Leicestershire and Rutland.

Reasonable adjustments will be considered under the Equality Act 2010.

*\* Reasonable adjustments will be considered under the Equalities Act 2010.*

**DESIRABLE CRITERIA**

*Where available, elements that contribute to improved / immediate performance in the job.*

**Knowledge:**

To be educated to NVQ Level 2 in Customer Care or Business Administration or be willing to study for it or its equivalent

**Work Experience:**

Experience of working in a confidential environment.

Effective contact and involvement with outside agencies/external customers

Ability to assess new information and re-organise to meet new demands.

Experience of compiling well-structured reports and written summaries.

Ability to carry out research to identify relevant facts that are not immediately available.

Have a basic knowledge of a prosecution file in particular the completion of MG forms on that file.

**Special Skills:**

Knowledge of court procedures.

Knowledge of Niche, PNC, Case Prep and Custody, Libra, Boxi reports

*\* Reasonable adjustments will be considered under the Equalities Act 2010.*

**CORE RESPONSIBILITIES/ ACCOUNTABILITIES**

**Operational:**

To deal with enquiries from customers, both external and internal, either verbal or written.

To process minor offences, document and charged, ensuring files are produced to the required standard and within specified time scales.

Obtain additional information as appropriate, referring files of a more technical or complex nature to a Case Builder.

Ensure all files are clearly marked as to disposal and other information and are stored according to policy and in readiness for court.

Scan files as appropriate.

To take responsibility for personal development, identifying developmental training needs in conjunction with the Line Manager.

To assist in the establishment and development of policy and procedure relevant to the unit as and when appropriate.

Build postal requisition offences on Niche and process the file.

Process remand cases

Copy & convert CCTV

Deal with custody record requests from Solicitors

Deal with emails and tasking

**Management/Leadership:**

**Communication:**

To liaise with other team members, police, other Forces, CPS, external agencies and members of the public, dealing with enquiries and correspondence as appropriate. Enquiries may involve dealing with confrontation, conflict and/or sensitive matters.

Contact and update victims, witnesses, police officers and other relevant parties, as appropriate, by telephone, e-mail, letter, etc.

Send letters of case result to relevant parties.

Provide advice and guidance, where appropriate, to police and team members.

**Administration:**

To input, amend and extract information from computer systems.

To prepare documents by means of word processor in support of unit activities.

To scan and copy files as appropriate.

Operate and maintain Bring Forward system for the unit, ensuring that enquiries are completed in relevant time scales.

**General:**

Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.

Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job, to include providing cover, when needed, of a similar nature, to other Criminal Justice units.

This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities.

**Other:**

*\* Reasonable adjustments will be considered under the Equalities Act 2010.*

### Personal Value's / Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non-policing roles see here : [Competency and Values framework](#)

We analyse critically  
We are innovative and open-minded  
We are emotionally aware  
We take ownership  
We are collaborative  
We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

Integrity  
Impartiality  
Transparency  
Social responsibility

### OTHER

**Security Check Levels refer to vetting for the specific levels that relate to this job role:**

- 1) Recruitment Vetting (RV)
- 2) N/A
- 3) N/A

**Date line manager checked vetting level needed** 21/06/2017

**Car User:** Yes ☐ / No ☒ - Essential /Casual Allowance {per mile / day etc}: Click here to enter text.

**Budgetary Management:** Yes ☐ / No ☒ Budget Value approximate value £ .

**Additional Information:** Click here to enter text.

### Reasonable adjustments

Click here to enter text.

