POLICE – STAFF

East Midlands Special Operations Unit

Job Description

Case Management Administrator

Post Number:	XS187
Grade /Scale:	Scale 4 (£21,837- £24,156)
Weekly Hours:	37 hours (Full-time)
Department:	EMSOU SOC
Status:	Established
Responsible To:	SOC Ops Supervision
Location Work base:	EMSOU Vicinity Junction 27 (of M1)
Job Role /Purpose:	To provide a Case Management/Administrative service to EMSOU Op's Syndicate.
	Due to the nature of security checks required you must have 5 years continuous residency in the UK.
Contacts:	EMSOU Police Officers and staff, Leicestershire Police FHQ. Other Force Departments. External organisations.
Equality and Diversity	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.

Knowledge/ Education (including qualifications):
To be educated to GCSE Grade C in English Language or equivalent and or have experience in a post requiring the use of English Language to that standard.

Work Experience:
Demonstrate experience of working within a general administrative/clerical environment.

Demonstrate competence in Text Production, Word Processing, Excel spreadsheets and Audio transcription in addition to experience of taking notes and producing minutes for meetings.

Personal / Interpersonal Skills, Aptitudes:

Demonstrate the ability to co-operate and support others.

Demonstrate the ability to decide priorities whilst maintaining orderly, accurate and up-to-date paperwork.

Demonstrate the ability to ensure that written and spoken communication is accurate, well-structured and meets the needs of the audience, and experience of compiling well-structured reports and written summaries.

Demonstrate the ability to adapt to new ways of working and its demands.

Demonstrates the ability to assess new information and re-organise to meet new demands.

Demonstrate the ability to suggest changes to existing systems in order to achieve

improvements.

Demonstrates effective contact and involvement with outside agencies/external customers.

Special Skills:

To be able to work according to the Work at Height Regulations 2005.

Must hold a valid Full UK Driving License. *

* 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/ Education (including qualifications):
To hold an administrative certificate or diploma.

Work Experience:
Have a working knowledge of Case Management systems.

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

Core Responsibilities/ Accountabilities

Operational:
To assist the investigation and operations team with the registration of operational product to facilitate the preparation of prosecution case files.

Technical:
To achieve an advanced level of knowledge of the Crimson databases in order to support the Ops Syndicates.

To maintain and register documents/statements onto the case management system at the request of the Case Management and Crimson Systems Manager including creating new incidents and investigations.

Assist during busy periods/enforcements registering exhibits onto the case management system.

Responsibility for the generic Crimson inbox on a rotational basis, including checking for errors and anomalies on the database and ensuring that records are created in compliance with the system's rules and conventions.

Assist users of the database and provide feedback and training where needed.

To undertake any research required, extracting information from records, files and other sources as necessary, undertake the merging of duplicate nominals and deletion of attachments.

To maintain and audit relevant databases in relation to files and materials storage and retrieval, recording file movements and advising users accordingly.

To undertake the timely disposal of files and materials in accordance with Force Policy/Procedures.

To provide administrative support to the Op's Syndicate including maintenance of databases such as training and duties.

To maintain and operate manual and computer recording systems, spreadsheets and files in order to extract information as necessary providing accurate information to comply with requests and meet deadlines.

To attend meetings and take down minutes of the meetings, transcribe draft minutes for approval and disseminate copies.

Communication:
To receive and screen all incoming telephone and to record messages and other information in accordance with Force standards, seeking clarification of such data when necessary.

Administration:
To deal with correspondence and other typing in accordance with Force Standard, and provide a personal and confidential administrative service, prioritising own workloads in order to meet deadlines.

To Transcribe sensitive material relating to ongoing Operations and within the department. This includes;
- Tapes / CDs / Audio etc.
- Tracking devices and Covert Monitoring Post material.
- Covert telephone conversations, some of which may come from overseas forces and agencies.
- Product from other specialist devices such as 'body sets' and vehicle audio equipment.
- Investigative interviews.

To prepare letters, reports, memoranda, transcriptions from audio tapes and other work as directed and required by the Ops Syndicates.

To undertake storage and retrieval activities in relation to files and materials processed by EMSOU and other internal and external customers.

To collect and disseminate post.

To administer petty cash in line with force policy. (South and East)

To undertake and record timely storage, retrieval, disposal of exhibits and archive materials in accordance with policy and procedures.

To receive and check all items of other than found property and items seized by Police and ensure it is stored in a secure and correct manner in line with policy and procedure.

To support officers and staff from EMSOU SOC operational teams with property queries.

General:

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

Ensure security of all confidential and computer produced documents according to Force Policy and the Data Protection Act.

Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.

Be flexible in terms of working location and be prepared to work temporarily at other locations within the Force area, undertaking a similar role.

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

To participate in the Force PDR process and take responsibility for identifying your own professional and career development needs.

Undertake any other duties, which may reasonably be regarded as within the nature of the duties and responsibilities of the post as defined.

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

Personal Values /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
    Public Service

Other

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

1) Management Vetting (MV)

2) Security Check (SC)