



**POLICE & CRIME
COMMISSIONER**
for Leicestershire

Prevention | Partnership | Protection

PCC – STAFF

PERSON SPECIFICATION

Area:	Office of the Police and Crime Commissioner (OPCC)	Job Title:	Casework Officer	Weekly Hours:	37
Section:	OPCC	Scale:	Grade 5	Version:	0.1
Post No:	PC078	Status:	Established/ Full time	Version Date:	24/04/2017

Please describe, with example(s) in section 7 of your application form how you feel you meet each of the numbered essential criteria, and where possible the desirable criteria, below.

Criteria <i>Justifiable as necessary for safe and effective performance of the job.</i>	Essential <i>A clear definition of the necessary criteria.</i>	Desirable <i>Where available, elements that contribute to improved / immediate performance in the job.</i>
Education:	1. To be educated to GCSE standard in Maths and English (Grade C), and educated to A level standard or equivalent in a subject requiring wide use of the English language.	1. Demonstrate knowledge and understanding of the Criminal Justice System.



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Work Experience:	<ol style="list-style-type: none">2. Have experience of drafting letters on behalf of self and others in response to customer queries and concerns.3. Have proven experience of working in a busy customer service improvement environment.4. Have the ability to manage a heavy workload requiring little supervision.5. Demonstrate from experience the ability to extract information from a variety of sources, summarising the essential facts to provide concise reports or briefing notes.6. Evidence of dealing with customer queries and concerns and responding to those in writing providing a full and appropriate response.	<ol style="list-style-type: none">2. Experience of responding to information requests from other public sector organisations.3. Experience of working within a customer focussed environment.4. Evidence of working within a political environment.
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Personal / Interpersonal Skills, Aptitudes:	<ul style="list-style-type: none">7. Have knowledge of case management systems and the logging of issues to be actioned.8. Experience of drafting letters on a variety of subjects in responding to correspondence from members of the public, key stakeholders and partners.9. Have previous experience of dealing with requests for information and effectively manage time ensuring deadlines are achieved.10. Have the ability to use own initiative to resolve problems and provide appropriate responses to a variety of individuals.11. Demonstrate by example the ability to maintain security and confidentiality, and experience of complying with the Data Protection Act.	
Special Skills:	<ul style="list-style-type: none">12. Advanced level in the use of Microsoft Outlook, Word, Excel and Powerpoint.	<ul style="list-style-type: none">5. Demonstrate knowledge of issues within the Public Sector.6. Demonstrate knowledge of case management databases7. An understanding of the purpose and remit of the Force and of the Office of the Police and Crime Commissioner and its relationship with operational policing



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ROLE DESCRIPTION

Job title:	Casework Officer
Post no:	PC078
Scale:	Scale 5
Responsible to:	Executive Manager
Responsible for:	No direct responsibility for staff
Contacts:	OPCC Staff, Police Officers & Police Staff of the Force, other Forces and external organisations, members of the public, central government departments, key stakeholders and partner agencies, staff at other OPCC offices, criminal justice agencies, HMIC.
Role:	To record all correspondence received in hard copy or by email onto a correspondence recording system. Manage the system and ensure all logs are actioned and closed accordingly. Prepare detailed and customised responses to all triaged enquiries providing excellent customer service. Draft letters on behalf of the Commissioner for his signature. Liaise with the Force on responses requiring an operational policing input. Prepare reports and briefing notes as required for the Commissioner within the remit of the role.

<u>Duties</u>	<u>Responsibilities</u>
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Operational:

1. To manage the correspondence recording system, developing it to meet requirements and producing management information reports on correspondence handling and performance on a regular basis.
2. Be responsible for ensuring all responses to correspondence are provided within the service standards set and logs are updated and closed.
3. Liaise with other licence holders for the system in the OPCC on any identified amendments required and train new licence holders as required.
4. Draft responses to all correspondence either in own name or that of the Commissioner as appropriate.
5. To make connections between items of correspondence and inform the Executive Manager of any trends appearing which will need a consistent approach in response.
6. Plan ahead for potential increases in correspondence due to PCC activity liaising closely with communications and engagement officers to identify dates when this is likely.
7. Liaise with the force on responses that require an operational policing input to ensure a full response is provided.
8. To log and respond to requests for information from external organisations (HMIC, Home Office etc.).
9. To prepare weekly consultation and conference lists for management decision. Update the log on those decisions.
10. Draft responses to consultation documents where directed, following research and liaison with colleagues.
11. Where necessary liaise with members of the public by telephone to acquire further information to enable a full response to be provided.
12. To prepare briefing notes for the PCC and DPCC for engagement events and diary appointments to ensure they are fully briefed and informed.
13. Have ownership of templates for letters, briefing notes and report formats making changes when appropriate following consultation.
14. Liaise with the communications and engagement officers ensuring the work of the postholder ties up with that of the comms and engagement function.
15. To contribute to the PCC's speeches within the remit of the role.
16. To draft responses to 'Any Questions' part of the Force intranet site where it relates to the business of the OPCC.



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Communication:	<p>17. To be responsible for liaising with Police Officers & Police Staff of the Force, other Forces and external organisations to provide support and on matters within the post holders remit</p> <p>18. To liaise with the Executive Manager and relevant OPCC staff to ensure casework is communicated to the appropriate people.</p>
Administration:	<p>18. Retrieve and extract data using case management systems, and present the information in an appropriate format.</p> <p>19. Gather information to support casework, and present this information in letters, reports or briefing notes as appropriate.</p> <p>20. Create and update letter and report templates ensuring that a corporate approach is adhered to.</p> <p>21. To maintain records systems appropriate to the efficient operation of the OPCC Office</p>
General	<ul style="list-style-type: none"> 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. This role description should develop along with the changing demands of the OPCC and as reflected in the Police and Crime Plan.
	<ul style="list-style-type: none"> Be flexible in terms of working location and be prepared to work temporarily at other locations within the Force area, undertaking a similar role

Additional Information:

Contract Type: _____

Date of last Job Evaluation Exercise: _____

Training Requirements: _____

PDR Activities and
Behaviours: _____

Car User: _____

Budgetary Management: _____

People Management: _____

Yes / No	Allowance <i>{per mile / day etc}</i> : _____
Yes / No	Authority to £ Value: _____
Yes / No	Total Number & Level: _____



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Post Funding Method:

Owner/source of Funding:

IT Systems Required:

Skills Required:

Health tests required:

Risk Assessment:

Job Evaluation:

Security Check Level:

(strikethrough checks NOT required)

Additional Information:

Yes / No

Yes / No

RV, SC, EV1, DV, NPPV1, NPPV2, NPPV3

LEICESTERSHIRE POLICE RISK ASSESSMENT FORM

HS2

AREA/DEPT.: DATE COMPLETED: REVIEWED
LOCATION/WORK ACTIVITY (GROUP OR INDIVIDUAL POST) ASSESSED:

SPECIAL GROUPS OF PERSONS CONSIDERED:

COMPLETED BY (Risk Assessor):

AUTHORISED BY:

ASSISTED BY:

REMEDIAL ACTION PRIORITY ORDER		
Number	Date Completed	Initials

WORK ACTIVITY		HAZARD		LIKELIHOOD			RISK
No.	Description of task	Description including potential severity	H M L	Groups Exposed. Evidence of previous harm.	Existing Controls in place?	H M L	Hazards x Likelihood