

JOB DESCRIPTION



Role title:	Senior Custody Detention Officer
Grade and salary:	Grade F, £24,552 - £30,375
Hours:	40 hours per week
Department or Division:	Criminal Justice, Custody & Identification
Location:	Divisional Custody Suites
Post reports to:	Custody Manager
Suitable for job share or part-time:	Yes
Other considerations:	All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.
Date last reviewed:	September 2022

PURPOSE AND DESCRIPTION OF JOB ROLE:

The role of the Senior Custody Detention Officer is to supervise the teams of Custody Detention Officers (CDOs), ensuring the secure detention, care and welfare of detained persons and their property, in accordance with the powers as detailed in the Police Reform Act 2002, ensuring compliance with the provisions of the Police and Criminal Evidence Act 1984 and Authorised Professional Practice.

To co-ordinate, support, motivate and develop a team of CDOs in exceeding their performance objectives, ensuring their safety, welfare and attendance meets all expected requirements.

SPECIFIC ROLES AND RESPONSIBILITIES:

- Responsible for the day-to-day resourcing of custody sites across the force area, ensuring resources meet the minimum staffing levels, and according to demand. Resolve or escalate identified issues enabling service is delivered effectively, ensuring ongoing engagement with Custody Managers and the Senior Management Team.
- Responsible for ensuring daily, and weekly health and safety checks are completed within all operational custody sites.
- Line management and mentoring of CDO's, ensuring the welfare of individuals, investigating and managing any absence and sickness issues.

- Oversee the teams to ensure the safe reception, treatment and well-being of detained persons in police custody (including booking in of detainees on the force IT system where required).
- Ensure compliance of legislation including the Police and Criminal Evidence Act 1984 (PACE) and Authorised Professional Practice (APP).
- Maintaining the security and safety of all staff and visitors.
- Complete ongoing regular 1:2:1 check-in meetings with team members to ensure clarity of objectives, performance and behavioural expectations, and continued welfare of staff.
- Oversee teams to ensure cells, facilities and consumables are in excellent order to meet requirements.
- Assist Police officers where required, using correct control and restraint techniques, in carrying out their duties to ensure the safety of detainees and CDOs working alongside.
- To undertake 'train the trainer' learning in key tasks to develop the teams of CDOs in their role.
- To ensure the delivery of appropriate training to CDOs to meet operational requirements in key tasks.

SKILLS AND EXPERIENCE REQUIRED:

Essential:

- Relevant experience of managing others: setting objectives, 1:2:1 reviews and performance management, leading and inspiring a team.
- Confidence in working with individuals with behaviours that may challenge the services
- Able to assess and manage risk of individuals
- Competent in Basic-level skills in Microsoft Outlook, Word and Excel and central IT systems (e.g. Data entry and ability to access information about detainees)
- Inter-personal skills: Confident engaging with a wide and diverse range of people, with sensitivity, dignity and respect.

Desirable:

- Experience in using insight and knowledge to achieve results & improve processes.
- An awareness of current issues affecting the police service and how these relate to public confidence, public perception and satisfaction issues.
- Experience of working within a custodial environment

PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how 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.