

NORTHAMPTONSHIRE POLICE

JOB DESCRIPTION

JOB TITLE:	Case Enquiry Officer
SCALE:	Scale 5
SUPERVISION AND CONTROL:	Case and Traffic Manager
PLACE OF WORK:	Justice Department
HOURS OF WORK:	37

PURPOSE OF THE JOB:

To assist the Justice Department in the investigation and preparation of prosecution files to the required standard in line with Northamptonshire Police and Crown Prosecution Service policies, including interviewing witnesses and offenders.

MAIN RESPONSIBILITIES:

1. Interview witnesses and offenders at a convenient location, and Obtain appropriate Statements using the National Standard for Investigation. When necessary undertake pre arrest voluntary PACE interviews under the Road Traffic Act and compile contemporaneous notes of interview and all required criminal justice reports.
2. To conduct enquiries as directed, with respect to Road Traffic Collisions for submission and consideration of further investigation, diversion or prosecution in accordance with Force guidance.
3. To obtain follow up statements from vulnerable/intimidated witnesses, as well as special measures, withdrawal and victim personal statements.
4. Provide support to Case Builders in relation to the management of exhibits. Assist with collection, viewings and transportation of exhibits and other case materials.
5. Provide support to Case Builders by completing Bad Character Applications.
6. To provide support to the Witness Care function for witness contact by way of home visits when it becomes necessary.
7. To support Case Builders by being a single point of contact for obtaining and administrating medical evidence requests.

8. To deal with out of Force enquiries related to Road Traffic Collisions in accordance with requests as appropriate to the role.
9. When capacity allows, completing any other reasonable task and activity in support of investigations and prosecution activity as directed by a Supervisor (to include administrative assistance and system inputting.)

NOTE:

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working any major tasks may be reviewed from time to time to reflect the changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will also be required to carry out such other duties, as may be within the general scope of the post.

CONDITIONS OF SERVICE:

The appointment will be full time and subject to the conditions of service of the Police Staff Council.

The annual leave entitlement is 25 days with an additional 5 days after 3 years continuous service.

PERSON SPECIFICATION

Case Enquiry Officer

ESSENTIAL CRITERIA:

1. Ability to communicate effectively verbally with tact and understanding, excellent listening skills and integrity demonstrating an ability to confidently relate to a broad spectrum of people.
2. Excellent literacy skills, evidencing an ability to accurately record and capture information in a written format.
3. Ability to manage pressured situations and remain effective and productive whilst maintaining high level of accuracy.
4. Able to plan and organise workload in a methodical way to meet deadlines, recognising the organisations objectives and how their own work impacts on these.
5. Demonstrate the ability to respond to change in the working environment by showing a willingness to adapt and be flexible in changing circumstances, seeking advice from others when change occurs and maintaining work standards as circumstances change.
6. Experience of diverse team working, demonstrated by an understanding how own objectives fit into team objectives. Builds effective working relationships with a flexible attitude to team roles.
7. Clerical administrative experience gained in a busy office environment commensurate to the level of this role with good computer literacy and experience of using windows based systems
8. Ability to work with minimum supervision.
9. Full driving license and ability to pass a Police driving test.
10. Candidates must be able to demonstrate a level of awareness of equality issues appropriate to this role.

DESIRABLE CRITERIA:

1. Knowledge and experience of conducting PACE interviews
2. Knowledge and understanding of Criminal Law, Police Procedures and Court Procedures.