

ROLE PROFILE Part1	Role Title	CJ VICTIM & WITNESS CARE UNIT TEAM LEADER			Dept /LPA	CRIMINAL JUSTICE UNIT	
			VETTING LEVEL				
Grade/Rank	S01						
Responsible To	Force Victim & Witness Care Manager						
Staff Line Managed	CJ Victim & Witness Care Unit staff						
Reviewed by (Manager)	Conor Curtis				Date	01/09/2022	
Purpose of Job	Lead, supervise and direct a team responsible for establishing and maintaining contact with victims and witnesses and ensuring that they are appropriately supported through the Criminal Justice System.						
Key Accountabilities	1. Provide first line management to staff, including, but not limited to, the recruitment and selection of new staff, training and developing, managing performance and daily operations, supporting wellbeing in line with the relevant force policies and procedures. 2. Monitor the effectiveness of the team, including auditing any relevant systems, processes and information. Review and interpret performance data to ensure the most appropriate use of resources, to identify areas of improvement and any specific training requirements. 3. Support the resolution of any complaints received, managing the expectations of the complainant, ensuring that they are managed sensitively, seeking line management support where necessary. Collaborate with the Professional Standards Department (PSD) to achieve a satisfactory outcome, if required. 4. Represent the interests of the Criminal Justice Department at local, regional and national forums by leading on various force initiatives as a subject matter expert, including deputising for your manager as/when required. 5. Provide appropriate, effective and efficient support and specialist advice to both internal and external stakeholders. 6. Build, maintain and develop positive and effective working relationships with internal and external stakeholders, collaborating with partnership agencies to build trust in Hampshire & IOW Constabulary and the wider Criminal Justice System. 7. Develop a specialist knowledge of relevant systems, policies and legislation and ensure compliance with those relevant to your business area. 8. Actively participate in meetings relating to your business area, providing relevant information and advice to internal and external stakeholders, ensuring the progression of any resulting action(s), including, but not limited to: a. Quarterly meetings with the Crown Prosecution Service (CPS) to discuss and address issues experienced by victims and witnesses through the Criminal Justice System. b. Weekly Case Progression Meetings with the Crown Prosecution Service (CPS), Her Majesty's Court and Tribunal Service (HMCTS), Witness Service and Defence representation to ensure case readiness to proceed to trial. c. Regular meetings and engagement with the Witness Service to facilitate the sharing of information across Hampshire and the Isle of Wight to ensure Victims and Witnesses are effectively supported through the Criminal Justice System. d. Regular Court User Group meetings with partner agencies to identify and address issues affecting victims and witnesses at Court. 9. Manage and support the in-force implementation of legislative and organisational changes, influencing and ensuring that any changes are communicated effectively and specialist advice and support is sought as required. 10. Manage any relevant IT systems, including the implementation and support of national digital change programmes. To be responsible for escalating any inefficiencies as they are identified within the process(es). 11. Manage the eligibility of victims for referral to the Victim Contact Unit and the Restorative Justice process. 12. To give regular and effective service.						

	Note: This role profile is designed to assist postholders with understanding what is expected of them in their role. Hampshire & IOW Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.	
Additional Requirements	Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation. The role holder may be required to visit other locations within Hampshire and the Isle of Wight, and therefore needs to have the ability to travel as necessary. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role.	
ROLE PROFILE Part2 CVF Recruitment Competencies	We are Emotionally Aware Level 2 We Take Ownership Level 2 We are collaborative Level 2 We Deliver, Support and Inspire Level 2 We Analyse Critically Level 2 We are Innovative and Open Minded Level 2 Integrity Transparency	
Education/Qualifications	Essential: Educated to QCF Level 3 (2-3 passes) OR work experience deemed to have brought the postholder to a comparable level. Desirable: Qualifications in a legal or policing-related field.	
Experience and Skills	Essential: Proven managerial/supervisory experience, with practical experience of problem solving, effective decision making, and the supervision of work, resources and the resolution of HR issues. Effective written and verbal communication skills, including the ability to write reports and undertake presentations. Desirable: Experience of working in a busy administrative environment, undertaking complex administrative tasks to a high standard. Previous experience working within a policing and/or criminal justice environment. A working knowledge of the criminal justice system and experience in using complex record management systems.	
Approved by HR	Jayne Beddall, Senior HR Adviser	Date 21/10/2022