



Role Profile - Part One

Please complete all sections on this form in the white boxes provided. # indicates should be overwritten.
Please use Tahoma/Verdana/Arial 10 font throughout.

Out of Court Disposals Section Officer				Dept/LP A	Criminal Justice Unit (CJU)
		Required Vetting Level	*	PIP Level	ICF USE ONLY

Grade/Rank	Scale 5
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Responsible to	Out of Court Disposals Team Leader
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Staff responsible for	None
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Reviewed by (Line Manager)	Charlotte Goodchild	Date	27/02/2024
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Purpose of Job	To support your line manager with the delivery and day-to-day service provision to Hampshire & IOW Constabulary and our partnership agencies, specialising in Out of Court Disposals through the Criminal Justice System.
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Key Accountabilities (outcomes of employing someone in this role)	- Support your line manager in: - The management of the day-to-day allocation of tasks within the team, monitoring the volume of incoming work, ensuring that resources are available so that an effective and efficient service, in line with any service level agreements, is provided. - Monitoring the effectiveness of the team, including auditing any relevant systems, processes and available information. - Providing an additional layer of quality assurance of any information that is received and/or provided, ensuring the accuracy and consistency of the data. Evidence and escalate any identified issues and, where appropriate, provide advice to support improvements in information quality. - The identification of any training and development opportunities. Creating and producing any identified material(s) and/or guidance, ensuring that the benefits are realised in the day-to-day operation of the team. - Act as the first point of contact/escalation for more complex enquiries received. Guide and support the Out of Court Disposals Team Clerks to ensure an efficient and effective resolution is provided and/or appropriate action can be taken. - To be responsible for: - Researching, evaluating and producing high quality, easy to use performance data, statistical information and analytical figures for senior officers and external agencies. - Initiating Out of Court procedures, including but not limited to, assessing Conditional Cautions, Simple Cautions and Community Resolutions, ensuring accuracy, conducting further enquires if needed to identify the correct offence wording, gravity score, appropriate conditions issued and forwarding details to the relevant Diversionary Course, Money Handling Unit and Partner Agencies. - Support the resolution of any complaints received, managing the
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	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. - Monitor the maintenance of records held on the relevant computerised and manual filing system(s), ensuring that the information is accurate, up to date, accessible and compliant with local, regional, and national guidelines. - Provide generalist administrative support to the Out of Court Disposals Team, including managing enquires. - Develop a thorough understanding of the relevant legislation and procedures to support the processing of the required legal documentation in line with any service level agreements that are in place. - Regularly liaise with multiple internal and external stakeholders to ensure an effective and efficient service is provided. - Provide support and guidance in relation to correspondence with members of the public regarding Out of Court Disposals and the associated process(es). - 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 Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but 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.
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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. - 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. - All staff are required to complete annual DSE and Fire Safety e-Learning plus any applicable role-specific training. - Deputise for your line manager and provide cover, additional support, training and mentoring to colleagues within the Out of Court Disposals Team, as required. - Assist in the development and maintenance of IT systems and administrative processes to ensure that the team is operating as effectively and efficiently as possible.
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Role Profile - Part Two

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Education/ Qualifications Required	Essential - Educated to OCF Level 2 (3-5 passes) OR work experience deemed to have brought the postholder to a comparable level. Desirable - None.
Experience Required	Essential - Experience of working in a busy administrative environment, undertaking complex administrative tasks to a high standard. Desirable - Previous experience working within a policing and/or criminal justice

environment.

- Proven managerial/supervisory experience, with practical experience of problem solving, effective decision making, and the supervision of work and resources.

Now complete the [Part Three Proforma](#) that arrived with this document. Help is available by phoning the Role Profile Helpline on 471-1147.

Recruitment competencies

#please copy and paste up to eight (no more) competencies and/or values (**must include 'We are Emotionally Aware'**) and values from the above-mentioned Part3 that will be evidenced by applicants to the role during the recruitment process. #

[We are Emotionally Aware](#) at Level 1

[We Take Ownership](#) at Level 1

[We Analyse Critically](#) at Level 1

[Integrity](#)

[Transparency](#)

[Public Service](#)

Please email to **CVF mailbox**

Approved by HR
(police staff only)

Julian Kloppenborg

Date

27/02/2024