

ROLE PROFILE Part1	Role Title	COLLISONS TEAM CLERK			Dept /LPA	SUMMARY JUSTICE UNIT
			VETTING LEVEL			
Grade/Rank	scale 4					
Responsible To	Summary Justice Unit Collisions Manager					
Staff Line Managed	None					
Reviewed by (Manager)	Lauren Hill				Date	24/04/2023
Purpose of Job	Perform a range of clerical tasks on behalf of the Summary Justice Unit which help support the delivery of an effective and efficient service to both Hampshire & IOW Constabulary and our partnership agencies, specialising in managing data relating to road traffic collisions.					
Key Accountabilities	1. Provide generalist administrative support to the Summary Justice Unit, including managing enquiries and, as appropriate, directing more complex enquiries onto the relevant area for resolution. 2. Create, update and maintain records held on the relevant computerised and manual filing system(s) throughout the department, ensuring that the information is accurate, up to date, accessible and compliant with local, regional and national guidelines. 3. To research and provide information and statistics to stakeholders using the appropriate systems in line with legislative and operational requirements. Quality assurance of any information that is received, 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. 4. 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. 5. Regularly liaise with multiple internal and external stakeholders to ensure an efficient and effective service is provided. 6. To be responsible for: a. Quality assuring and inputting traffic accident data onto the relevant systems to enable the force to meet the legislative requirements of STATS19. Conduct further enquiries where errors and/or omissions have occurred to establish the correct information to be input onto the relevant system(s). b. Obtaining, quality assuring, redacting, reformatting, and disclosing any supporting evidence to solicitors and/or insurance companies relating to traffic matters. c. Assessing and confirming the costs to the solicitors and/or insurance companies of disclosing the requested evidence. Direct and manage incoming payments received to ensure they are processed and recorded effectively, in liaison with colleagues in finance. 7. 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. Provide cover, additional support, training and mentoring to peers across all clerical roles within the Summary Justice Unit, as required.					

	Assist in the development and maintenance of IT systems and administrative processes to ensure that the SJU is operating as effectively and efficiently as possible. Post holders will be required to handle and provide KSI information which may contain distressing documentation and/or images. May be asked to carry out fire warden duties to meet required standards if required. 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 1 We Take Ownership Level 1 We Analyse Critically Level 1 Integrity Public Service	
Education/Qualifications	Essential: Educated to QCF Level 2 (3-5 passes) OR work experience deemed to have brought the postholder to a comparable level. Desirable: n/s	
Experience and Skills	Essential: Experience 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.	
Approved by HR	Julian Kloppenborg Senior HR Advisor	Date 02/06/2023