



HERTFORDSHIRE  
CONSTABULARY

## ROLE PROFILE

<b>Role Title:</b>	<b>PSD Referrals Officer</b>
<b>Rank/Grade:</b>	<b>(B) Sc6 (C) Sc6 (H) A4 (non-supervisory)</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>Business Manager</b>
<b>Main purpose of the role:</b>	This role is the link to the IPCC for the collation and management of referrals to the IPCC, to investigate managed, supervised and Local Investigations as designated by the IPCC, to provide advice and guidance to PSD and Local Policing Command staff and to extract identified learning so that the lessons can be learnt for the future and identify any conduct or criminal issues from the investigation.

### Key Responsibilities

- To complete Referral submissions containing key points of evidence collection for the IPCC following Death or Serious injury contacts with police. Allowing IPCC to make determination around mode of investigation.
- To be 3 force point of contact for the provision of information required for the Independent Police Complaints Commission (IPCC) in respect of Death and Serious Injury (DSI) Independent investigations.
- To conduct Local Investigations, Supervised and Managed Investigations from Death or Serious Injury referral incidents (DSI)
- To conduct Local Investigations from either complaints or conduct matters under the Police Reform Act 2002, The Police (Complaints & Misconduct) Regulations 2012 and The (Conduct) Regulations 2012 as and when directed by the Senior Management Team or line manager
- To provide advice and guidance to area supervisors in relation to Local investigations under the Police Reform Act 2002, The Police (Complaints & Misconduct) Regulations 2012 and The (Conduct) Regulations 2012
- To identify learning lessons from investigations completed and ensure those lessons are correctly progressed within working practices for the department
- To be fully competent in and have a practical working knowledge of the roles of Service Improvement, Appeals, Recording and Administration Officer Roles and Business Performance Officer within Public Complaints to provide cover for these roles as tasked by the Business Manager based on the level on the demand across Public Complaints and PSD.

<b>Agile Working</b>	To be confirmed
<b>Psychological Assessment</b>	To be confirmed
<b>Return on Investment</b>	To be confirmed
<b>Limited Duties</b>	To be confirmed

<b>Financial e.g. Limits/Mandates</b>	<b>Non-Financial e.g. Staff Responsibility</b>
• None	• None

### Entry Requirements

- Proven experience in either the public or private sector carrying out research/investigative work, giving advice, making recommendations and the production of reports for senior management.
- Desirable to have knowledge of the IPCC statutory guidance.
- Desirable to have knowledge of the Police Reform Act 2002.
- Desirable to have knowledge of the Police (Complaint & Misconduct) Regulations 2012
- Desirable to have knowledge of the Police (Conduct) Regulations 2012
- A good standard of written and spoken communication for drafting letters, report and memorandum writing.

### Any other General Requirements/Scope

- This role requires the post holder to have the ability to travel across Bedfordshire, Cambridgeshire and Hertfordshire in order to meet PSD Investigation teams, IPCC.
- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder will occasionally be required to work additional hours



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- MV level vetting is required, or as advised by the Vetting Unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

### Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

### Personal Qualities (Behavioural Competencies)

#### We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

#### We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

#### We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

#### We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

#### We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

#### We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.