

ROLE PROFILE



Role Title:	(Camera, Tickets and Collisions) CTC Verifier
Rank/Grade:	Sc3/4 / Sc3/ A2
Job Family:	Business Support
Reporting to:	CTC Camera Operations Supervisor
Main purpose of the role:	The post holder will be responsible for viewing and verifying images from safety cameras, including downloading digital enforcement images. The post holder will be expected to develop wet film, if required. Subsequently the post holder may have to attend court to present evidence, in support of prosecutions. The post holder may be requested to support the wider department either by carrying out basic enquiries or administrative tasks. Finally, the post holders will be allocated responsibilities to maintain equipment in use within the unit. To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies.

Key Responsibilities
<ul style="list-style-type: none"> To carry out offence verification tasks, i.e. of downloaded or imported images of offences captured by safety camera; view them and confirm the data capture and automatic read. Verified images are then passed onto "PentiP" for progression. To carry out unit administrative tasks, or other work, in support of their team or the whole department (i.e. post room duties) To attend court and give evidence. To import digital evidence, i.e. to receive evidence of safety camera offences, this may be received in a number of media (mostly digital). Evidence will then be moved onto the viewing platform for verification. To develop film.

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None

Entry Requirements
<p>Essential</p> <ul style="list-style-type: none"> An ability to understand how to maintain and operate camera and viewing equipment, etc. within guidance; and A grasp of IT, and the ability to learn the specific systems of the business. <p>Preferable</p> <ul style="list-style-type: none"> Communication skills (written and spoken); An appreciation of the workings of the Criminal Justice System.

Any other General Requirements/Scope
<ul style="list-style-type: none"> The post is expected to work within "office hours" and there is no expectation to work additional hours. RV level of vetting. Post holder must have a full driving licence with the ability to travel across the three counties. Business insurance will need to be arranged by the individual. Post holder will be required to work in different locations, including: Bedfordshire, Cambridgeshire and Hertfordshire. Post holder will not be expected to work a shift pattern/be part of a rota for on-call 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. <p>Obligatory Requirements</p> <ul style="list-style-type: none"> 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.

ROLE PROFILE



Personal Qualities (Behavioural Competencies)

Serving the public

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.

ROLE PROFILE



Associated role profile:	CTC Verifier
Department:	Camera Tickets and Collisions
Additional Information:	The post holders will recover evidence (download digital images or develop wet film), view it and verify it, and document that activity. The post holder may have to attend court to present evidence, in support of prosecutions. The post holder may be requested to support the wider department either by carrying out basic enquiries or administrative tasks. They may also be requested to deal with enquiries from the public. Finally, the post holders will be allocated responsibilities to maintain equipment in use within the unit.

Scope of activity

- To carry out tasked camera maintenance and enforcement activity.
- Carry out unit administrative tasks, or other work, in support of their team or the whole department (i.e. post room, sickness or holiday cover).
- Attend court & give evidence.
- Travel between allocated tasks.
- Develop and verify images.

Training Requirements

- Operating relevant IT, including PNC and systems bespoke to CTC.
- Developing film
- Basic maintenance or operation of some camera equipment

Please note that this list is designed to assist the post holder with a greater understanding of what is expected within the role. The post holder may be expected to undertake other duties as required which are not necessarily specified above but are commensurate with the grade of the post. It may be amended from time to time within the scope and general level of responsibility attached to the role.

Any other General Requirements/Scope

Essential:

- An ability to understand how to maintain and operate camera equipment, etc. within guidance.
- A grasp of IT, and the ability to learn the specific systems of the business;
- An ability to multi task, and work accurately under a degree of pressure;
- An appreciation of road safety issues;
- An appreciation of providing customer service; and
- Ability to travel across the three counties

Preferable:

- An appreciation of investigative processes;
- Communication skills (written and spoken);
- An appreciation of the workings of the Criminal Justice System; and
- D/D1 driving entitlements.