



Context Sheet to accompany generic role profile

Associated role profile:	A2 Business Support Assistant
Department:	Criminal Justice Department – CJU St Albans
Additional Information:	Based at Police Headquarters Welwyn Garden City

Scope of activity

The post holder;

Will have responsibility for dealing with cases before both Crown and Magistrates Court;

1. Managing a case load of prosecution cases acting as the single point of contact for witnesses and victims involved in the case in accordance with set criteria. This involves
 - a. Contacting victims & witnesses by phone to discuss their needs to allow them to attend court to give evidence if required
 - b. Updating victims & witnesses with the outcome of court hearings by letter, e-mail or telephone
 - c. Updating the Witness Management System to record contacts and issues
2. Liaising with CJS partner agencies regarding court processes and victim and witness issues;

Please note that this list is designed to assist the post holder with a greater understanding of what is expected within the role. Hertfordshire Constabulary may ask the post holder 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.

Training Requirements

The post holder will be expected to undertake necessary training/coaching in accordance with the role.

If particular training is required, please detail below:-

- Use of Witness Management System (CPS system) used for management of witness care
- Training in requirements/criteria of the Victims' Code
- Court processes in order to advise victims and witnesses
- Use of CIS to access case information

Any other General Requirements/Scope

The working hours 37 hours a week between 8am and 5.00pm working by agreement with WCT Manager