



HERTFORDSHIRE
CONSTABULARY

ROLE PROFILE

Role Title:	Detention Officer
Department/Unit:	Criminal Justice and Custody
Rank/Grade:	SC4 (B) SC4 (C) A3 (H) (Non-Supervisory)
Reporting to:	Custody Sergeant
Main purpose of the role:	To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies (BCH) by supporting the Custody Sergeant in ensuring the safety and welfare of detained persons in accordance with the Police and Criminal Evidence Act 1984 (PACE) and the College of Policing's Authorised Professional Practice on Detention and Custody (APP).

Key Responsibilities

- Maintain security in and around the cell area complex and attend to all welfare needs of detained persons in custody in accordance with BCH standard operating procedure (SOP).
- Carry out the processing of detained persons, including booking in, conducting risk assessments and identifying control measures to maintain the health and welfare of the detainee, for checking by the Custody Sergeant.
- Process detained persons by the taking of fingerprints, photographs, D.N.A. and shoeprints in accordance with PACE and Force Policy and when required to do so VIPER captures and drug testing under EDIT.
- Ensure, where possible, the identity of the detained person is checked and verified, carry out further checks on personal details and previous history using relevant sources (including foreign national checks where appropriate). Ensure the results of the checks are recorded and passed to the appropriate person.
- Conduct pre-release risk assessments and as directed by the Custody Sergeant, make appropriate referrals to partner agencies.
- Comply with Health & Safety legislation and take full responsibility to ensure cleanliness of cells, cell corridors, medical rooms and kitchens at all times. Prepare food and drink for detained persons recording details on the custody record.
- Maintain custody equipment and supplies to ensure sufficient stocks of materials are available at all times to ensure efficient and safe operation of the custody suite, including supporting the Custody Sergeant in maintaining the custody suite by identifying and reporting faults.
- Provide administrative support to assist with the efficient running of the custody area.
- Record, store and supply information in accordance with legislative requirements and organisational policy.
- Where required, convey detained persons from the point of arrest to custody, or to other premises (including VIPER suite) or parts of the building in accordance with evacuation procedures.
- Any other duties as directed from time to time by managers within BCH.

Psychological Assessment	To be confirmed
Return on Investment	To be confirmed

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

Entry Requirements

- Experience in the use of IT and a good working knowledge of Microsoft Office or similar computer packages.
- Ability to operate, input and interrogate computer databases.
- Mental agility and good observational skills.
- Excellent communication and listening skills, including the ability to communicate with individuals from a wide range of social backgrounds.
- Ability to work as part of a team.
- To meet the required level of physical fitness, as part of the selection process
- Physical ability to defend oneself and restrain detainees as appropriate.



ROLE PROFILE

- Ability to remain calm in stressful or potential conflict situations.
- Ability to travel to work at any custody suite in the constabulary/force

Any other General Requirements/Scope

- Ability and means to travel around the three forces, at short notice to work at any other custody unit. The post holder will be expected to use their own transport, business insurance will need to be organised by the individual.
- The post holder will be required to work a 24/7 shift pattern including weekends and bank/public holidays.
- The post holder will be required to wear a uniform including Personal Protective Equipment..
- Vetting required as advised by the vetting unit. (RV)
- The post holder will be expected to comply with health and safety requirements.

Training

- The post holder will be expected to undertake training as and when required. This will include: - Initial Custody Course, custody IT course, First Aid Skills, Officer Safety, self-defence, police station sampling (DAPS).
- The post holder will be expected to demonstrate competence in all areas and have achieved accreditation as per the College of Policing – National Occupational Standards [NOS103 & 105] during a 6 month probationary period and annually to evidence continual accreditation.

Obligatory Requirements

- Upon Application to Pass the Job Related Fitness Test
- 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)

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.