ROLE PROFILE

Role Title:	**Witness Care Officer**
Rank/Grade:	**Sc 4 / A2**
Job Family:	**Business Support**
Reporting to:	**Case Coordinator**
Main purpose of the role:	To contribute to achieving the vision, purpose and values of Bedfordshire and Hertfordshire police organisations in the delivery of their objectives, by ensuring the effective provision of efficient Witness Care support in relation to Administration of Justice objectives, to deliver an effective outcome with partner agencies so offenders are brought to justice. To contribute to achieving the vision, purpose and values of Bedfordshire Police and Hertfordshire Constabularies.

Key Responsibilities
• Provide a broad range of administrative support to facilitate and coordinate the attendance of witnesses at Court where they are required to give evidence, acting as a single point of contact to provide hearing updates to victims and witnesses, within prescribed time guidelines and in accordance with the Victims' Code of Practice and the Witness Charter • Conduct needs assessments for witnesses against set criteria, highlighting any relevant information which could impact on case management, to the Case Coordinator or Crown Prosecution Service • Provide professional advice in relation to Criminal Justice processes, specifically in relation to Witness Care • Effectively operate and maintain ICT systems to ensure accuracy. To include obtaining and submitting information from/to internal and external partners, and victims and witnesses, and ensuring accurate details are entered onto the relevant system(s) expeditiously • To evaluate and process incoming queries and information from a variety of different sources. Assessing the information, applying national criteria in relation to vulnerable and intimidated witnesses where appropriate, and either dealing with them or disseminating them to the most appropriate recipient, in an expedient manner in order to minimise any risk • Provide resilience within the Case Management teams by performing Administration of Justice duties if and when required to do so

Agile Working	To be confirmed
Psychological Assessment	To be confirmed
Return on Investment	To be confirmed
Limited Duties	To be confirmed

Financial e.g. limits/mandates	**Non-financial e.g. staff responsibility**
• None	• None

Entry Requirements
• Experience of working in an administrative role, including operating word processing packages • A good standard of spoken and written English for correspondence, reports and telephone enquiries • Ability to demonstrate excellent customer service

Any other General Requirements/Scope
• As per police staff contract. The post holder will be required to carry out such other duties as may be determined from time to time within the general scope of the post. On occasions this may be the requirement to

work outside of contracted hours

- The post holder will be required to work a shift pattern
- Vetting required, 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

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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.

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