

## Eastern Region Special Operations Unit



## Regional Organised Crime Unit

### ROLE PROFILE

<b>Role Title:</b>	<b>Regional Organised Unit Victim Coordinator</b>
<b>Rank/Grade:</b>	<b>SO1-SO2</b>
<b>Job Family:</b>	<b>ERSOU - ROCU</b>
<b>Reporting to:</b>	<b>Detective Sergeant Regional Asset Recovery Team (RART)</b>
<b>Main purpose of the role:</b>	To lead ERSOU's Victim Management across the ROCU. To implement and embed a Victim focused approach to the management, care and support of Witnesses and Victims. This role will seek to support SIO's managing complex and Serious Crime Investigations across the ROCU. This will aim to enhance the way Victims and witnesses are supported during the Criminal Justice Process to the Court stage and Conclusion of the cases. Central to this role is managing Victim Contracts and providing meaningful updates where required.

### Key Responsibilities

- To establish Working Practices across ERSOU for the Management of Victims / Witnesses.
- The Post Holder will provide tactical advice to SIO's in terms of dealing with Significant and Vulnerable Victims and look to embed HMIC Recommendations in terms of Victim Management particularly in the areas of Fraud and Trafficking / Modern Slavery into ERSOU delivery plans.
- To provide end to end support to victims of crime from the initial report to Police / Action Fraud or other Agencies through to the conclusion of any criminal justice process, and beyond if required. They will provide victim and witness advocacy, championing the needs of the victim and witness, identifying and providing appropriate support.
- They will conduct detailed needs assessment and use them to create Victim Contracts which will ensure victims are kept regularly up to date on the progress of their investigation by providing a service that is complementary to the roles of OIC, investigative functions, and specialist teams.
- To provide a single point of contact for victims and witnesses attending cases in either the Magistrates or Crown Court to ensure that they are supported in their attendance At Court. Through liaison with Force Victim Hubs they will facilitate travel, childcare and accommodation arrangements where applicable, and will provide comprehensive information relating to reimbursement of court expenses, court procedures and any other areas of concern. They will also identify and manage any special measures required to assist with their attendance at court.
- To ensure that all scheduled trial dates are effectively and proactively managed for all prosecution witnesses up to and including the trial date, including sentencing and any subsequent appeal, liaising with other Criminal Justice agencies and support services in accordance with the Code of Practice for Victims 2013 and the Witness Charter.

#### In Particular;

- Develop and deliver Victim Contract commitments, utilising, where appropriate, a case management system.
- Work with OICs and specialist teams to ensure that victims and witnesses are kept up to date on the progress of their investigation through the criminal justice system, meeting any timescales and obligations set out in the Code of Practice for Victims 2013 and Witness Charter regarding contact.
- Obtain victim/witness availability to enable a court hearing date to be set.
- Evaluate, identify and support their needs and provide a tailored response thereby ensuring their attendance at court, through liaison with Force Victim Hubs arrange where required travel, accommodation, childcare etc.
- Identify and refer any potential special measure cases to the CPS lawyer/caseworker to enable an application at court to be authorised. Liaise with external agencies, such as Witness Service, ensuring they have appropriate information on victim/witness attendance at court.
- Liaise and negotiate with court listings and CPS to ensure that the needs of victims and witnesses are taken into account whenever possible when trials are arranged.

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- Ensure that victims and witnesses are updated on the case's progress through the court system in a timely manner.
- Maintain accurate records ensuring timely updates to any case management system.
- Able to deal with confidential and highly sensitive material in relation to the maintenance of files and in accordance with the Data Protection Act and other legal requirements.
- Attend meetings at Crown Court to impart information which will facilitate trial readiness.

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

Psychological Assessment	To be decided
Return on Investment	Not applicable

### Entry Requirements

- Experience of Complex Investigations
- Experience of Victim Centred Investigation
- Experience of serious crime investigation including managing vulnerability risks
- Ability to communicate sensitively and effectively both verbally and in writing with a wide range of people.
- Experience of delivering high standards of customer service.
- Excellent spoken skills for dealing with the public particularly those who are vulnerable or distressed from their experience of being a victim.
- Experience of prioritising and managing high volume administrative work.
- Ability to accurately input and retrieve system information.
- Effective negotiation and persuasion skills.
- Experience of working with volunteers is desirable.
- Understanding of safeguarding issues and legislation is desirable.
- Familiarity with the criminal justice system is desirable.

### Any other General Requirements/Scope

- This role requires the post holder to have a full valid UK driving licence.
- If using a private vehicle then business insurance needs to be organised by the individual.
- Vetting is 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
- This role has a linked grade; pay progression from grades SO1 to SO2 is not automatic and must be assessed by the line manager at the point that the post holder reaches the top of the SO1 grade.
- New post holders would ordinarily be expected to begin at grade SO1. Grade SO2 will be considered for a fully competent candidate who can meet all entry criteria and who can demonstrate experience of safeguarding and victim handling with the Criminal Justice sector.

### Obligatory Requirements

- Before commencement of this appointment, this role may be 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.



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- There is a requirement for the role holder to meet the probationary objectives set.

#### Assessment of Performance in Role

- The post holder will undergo an annual review
- Performance in the role will also be measured through dip-sampling and monitoring of work.

### Personal Qualities(Behavioural Competencies)

#### We are emotionally aware

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

#### We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

#### We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

#### We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

#### We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

#### We are innovative and open-minded

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**COUNTER  
TERRORISM  
POLICING**

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I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.