



ROLE PROFILE

Role Title:	Virtual Court Detention Officer (VCDO)
Rank/Grade:	(B) Sc4 (C) Sc4 (H) A3
Job Family:	Operational
Reporting to:	Virtual Court Supervisor
Main purpose of the role:	To facilitate the coordination of remand and short bail hearings via video link at Virtual Court locations across Bedfordshire, Cambridgeshire and Hertfordshire. To ensure the efficient operation of the Virtual Courts to enable effective hearings to take place, by ensuring all video links are available, and through liaison both internally and with external partners as necessary. To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies.

Key Responsibilities	
<ul style="list-style-type: none"> Facilitate and coordinate the hearing of Remand and Short Bail cases via video link at sites across BCH, and HMCTS locations across England and Wales. Ensure Virtual Court hearings take place efficiently and video links are made effectively by liaising with HMCTS, defence representatives and other internal/external partners as necessary, to ensure the most efficient use of court and police resources is achieved. Maintain Virtual Court equipment to ensure the safe operation and maximum availability of the Virtual Court rooms, by identifying and reporting faults, and taking steps to rectify problems where possible, providing guidance on use to ensure continuity of process across BCH. Carry out the finalisation processes for Virtual Court defendants in a timely manner following the outcome of the hearing, including highlighting safety and wellbeing matters to the Custody Sergeant for consideration as appropriate. Carry out searches of persons returning on short bail and/or as necessary, and attend to any welfare needs of Virtual Court defendants in accordance with BCH standard operating procedures. Collate and maintain information on persons appearing before the Virtual Courts for audit and analysis purposes, detailing the outcome in relevant force systems. 	

Agile Working	
Psychological Assessment	
Return on Investment	
Limited Duties	

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
<ul style="list-style-type: none"> Ability to maintain and operate Virtual Court equipment Good organisation and prioritisation skills Understanding of Criminal Justice procedures, including court processes and case preparation Excellent communication and listening skills, with the ability to communicate with individuals from a wide range of social backgrounds, and remain calm in potential conflict situations Experience in the use of ICT and a good working knowledge of Microsoft Office packages



ROLE PROFILE

- Ability to operate police computer systems and databases in order to retrieve and input data
- Ability to provide guidance on equipment and processes
- Ability to maintain certification in PPE (Personal Protection Equipment)

Any other General Requirements/Scope
<ul style="list-style-type: none"> • The role holder will need the ability to travel between Bedfordshire, Cambridgeshire & Hertfordshire as required, either by own, police or public transport. • May be required to cover occasionally at different Virtual Court locations across Bedfordshire, Cambridgeshire & Hertfordshire. • 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. • Working hours of this role will need to reflect those of the courts and may include 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 <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 <p>There is a requirement for the role holder to meet the probationary objectives set</p>

Personal Qualities(Behavioural Competencies)
<p>We are emotionally aware</p> <p>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.</p>
<p>We take ownership</p> <p>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.</p>
<p>We are collaborative</p> <p>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.</p>
<p>We deliver, support and inspire</p> <p>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</p>



ROLE PROFILE

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.