

## ROLE PROFILE



<b>Role Title:</b>	<b>CTC Case Officer</b>
<b>Rank/Grade:</b>	<b>Sc5/6/ Sc5/ A3 (Non-supervisory)</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>CTC Case Manager</b>
<b>Main purpose of the role:</b>	Assist in the smooth running of the department by performing a range of administrative duties, including those of a complex nature. To provide administrative support to enable the efficient provision of service. To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies.

<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Undertake a range of administrative duties, some of which may be complex in nature, to support a professional/operational team.</li> <li>• Respond to complex enquiries from internal/external customers and members of the public. Offer advice and assistance in relation to all related matters.</li> <li>• Research, compile and present information as required.</li> <li>• Adjust and organise the timing and priority of work in order to ensure that information is made available in meetings, for working groups etc.</li> <li>• Present Specified Offences, at court.</li> </ul>	

<b>Financial e.g. limits/mandates</b>	<b>Non-financial e.g. staff responsibility</b>
<ul style="list-style-type: none"> <li>• May be responsible for monitoring small budget</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>

<b>Entry Requirements</b>
<ul style="list-style-type: none"> <li>• Experience in the use of IT and a good working knowledge of word processing, spread sheets and databases.</li> <li>• Experience of working in an administrative role.</li> <li>• Experience of operating a range of office equipment.</li> <li>• Ability to demonstrate excellent customer service.</li> </ul>

<b>Any other General Requirements/Scope</b>
<ul style="list-style-type: none"> <li>• The post holder may on occasion be required to work in different locations, e.g. attending meetings.</li> <li>• The post holder will be required to use their own vehicle so business insurance will need to be organised by the individual.</li> <li>• For some departments, the BSA role may be required to work shifts. This will be clearly stated in the context sheet.</li> <li>• The post holder may be required to work additional hours but this will be agreed in advance in conjunction with management &amp; the post holder.</li> <li>• The post holder will be expected to undertake training as and when required.</li> <li>• The post holder will be expected to comply with health and safety requirements.</li> </ul>
<b>Obligatory Requirements</b>
<ul style="list-style-type: none"> <li>• 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.</li> <li>• There is a requirement for the role holder to meet the probationary objectives set.</li> </ul>

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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.