Role Profile

Role Profile Part 1			
Role title	SJU Collision Assessment Officer	**Grade/Rank**	Scale 3 bar 4 bar 5
Dept/Area	Summary Justice Unit	**Vetting Level**	
Responsible to	Designated Decision Maker	**Staff line managed**	None
Reviewed by (Line Manager)	Conor Curtis	**Date**	04.08.16
Purpose of Job	To provide administration and quality control of RMS record management. To apply accuracy, consistency and integrity to recorded incident and crime data as a positive and direct means of improving quality of service and performance regarding Road Traffic Collisions, Driving Complaints and other road related incidents		
Key Accountabilities	1. To screen and allocate occurrences in line with the solvability matrix. To identify and assess all relevant information when applying the solvability matrix to collisions and driving complaints. 2. To data quality check relevant records in relation to (nominals, addresses, vehicle entities) and associated master filing conventions. 3. Liaise with members of the public and other agencies to obtain further information to complete a thorough review. 4. To deal with queries from members of the public, manage their expectations regarding the service that can be provided and respond to low level complaints. 5. To undertake administrative and clerical tasks associated with reported collisions and driving complaints using associated computer application ie PNC to ensure the RMS database is effectively maintained in respect of data quality and compliance of business rules 6. To have knowledge of and the ability to apply crime/incident assessments in compliance with Road Traffic Act 1988, Home Office Counting Rule, National Crime Recording Standards and National		

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	Standard of Incident Recording, and in accordance with Force Policies and Procedures and Police National Legal Database. 7. To undertake general office duties, including scanning, photocopying, filing and production of standard letters and reports 8. To be aware of Force Policies on Equal Opportunities, Health and Safety and Data Protection and to comply with the legislation and standards of good practice. 9. To provide regular and effective service. Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire and Isle of Wight Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.
Additional Requirements	BAR CRITERIA Criteria for progression from Scale 3 to Scale 4 are as follows: Post holders must fulfill **all** the following criteria, or have previous comparable experience to the satisfaction of the Designated Decision Maker and be competent in the use of RMS and associated processes To have completed satisfactorily the 6 month probationary period. Completion of this period will not mean automatic progression through the salary bar. Thereafter:- Be judged to be sufficiently responsible to perform the range of duties outlined in the role profile, displaying competence and proficiency in all areas. To be fully conversant in the assessment and processing of occurrences on RMS in line with the solvability matrix, as well as providing advice,

	guidance and training to officers and staff regarding reporting and recording procedures. The post holder must have a good attendance record i.e. below the Forces 'cause for concern' absence trigger point. If it is proposed to progress through the bar with a higher level of absence, the matter must be referred to the Head Of HR for authorisation <u>Criteria for progression from Scale 4 to Scale 5 are as follows:</u> Post holders must fulfill **all** the following criteria, or have previous comparable experience to the satisfaction of the Designated Decision Maker and be competent in the use of RMS and associated processes. To have completed satisfactorily the 6 month probationary period. Completion of this period will not mean automatic progression through the salary bar. Thereafter:- Judged to be fully competent and proficient to carry out the full range of duties specified by the key accountabilities within the job description and preceding bar. Demonstrate the ability to supervise and train assessment officers in the absence of the line managers Demonstrate the ability to deal with complaints and complex issues The post holder must have a good attendance record i.e. below the Forces 'cause for concern' absence trigger point. If it is proposed to progress through the bar with a higher level of absence, the matter must be referred to the Head Of HR for authorisation May be asked to carry out fire warden duties to meet required standards if required. Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role

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Role Profile Part 2			
Education/Qualifications	Essential: Educated to Educated to QCF Level 2 (3-5 passes including English and Maths) OR work experience deemed to have brought the postholder to a comparable level. Desirable: RSA 2 in Word Processing or typing or equivalent qualification.		
Experience and Skills	Essential: • At least 2 years of experience working in a busy office environment or in a field allied to the criminal justice system. • To be computer literate and a competent keyboard user • To have used and maintained complex record keeping systems. Desirable: • Experience of dealing with members of the public and complaints • Analytical or investigative work. • Knowledge of Force organisation and structure and knowledge of the criminal justice system.		
Approved by People Services	Jayne Beddall	**Date**	19/08/2016

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<table>
<tr><th colspan="4">Role Profile Part 3</th></tr>
<tr><td rowspan="9">Competencies</td><td colspan="3">All roles are expected to know, understand and act within the ethics and values of the Police Service.</td></tr>
<tr><td>We are Emotionally Aware</td><td>Level 1</td><td rowspan="9">
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<tr><td>We Take Ownership</td><td>Level 1</td></tr>
<tr><td>We are collaborative</td><td>Level 1</td></tr>
<tr><td>We Support and Inspire</td><td>Level N/A</td></tr>
<tr><td>We Analyse Critically</td><td>Level 1</td></tr>
<tr><td>We are Innovative and Open Minded</td><td>Level N/A</td></tr>
<tr><td rowspan="3">Underpinning Values</td><td colspan="2">Courage</td></tr>
<tr><td colspan="2">Respect and Empathy</td></tr>
<tr><td colspan="2">Public Service</td></tr>
<tr><td>Initial Development Skills for new to role period</td><td colspan="3">All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required</td></tr>
<tr><td>Continuing Professional Development</td><td colspan="3">Courses and Conferences should be attended to benefit professional learning and development.</td></tr>
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