



## Job Description

**Title** – Casework Officer

**Version - Date** - 26/09/2019

---

|                               |   |
|-------------------------------|---|
| <b>Post Number:</b>           | PC078   |
| <b>Grade /Scale:</b>          | Scale 6   |
| <b>Weekly Hours:</b>          | 37 Hours per Week   |
| <b>Department:</b>            | Office of the Police and Crime Commissioner   |
| <b>Status:</b>                | Full Time, Permanent  |
| <b>Responsible To:</b>        | Executive Manager.  |
| <b>Responsible for:</b>       | No direct responsibility for other staff.   |
| <b>Location Work base:</b>    | Leicestershire Police Force Headquarters  |
| <b>Job Role /Purpose:</b>     | <p>To manage and handle all correspondence received in hard copy, or by email or telephone. Manage the case/correspondence recording system and be responsible for identifying improvements to the system. Be responsible for the accurate recording of all information and triage each log to ensure priority areas are addressed. Prepare detailed and customised responses to all triaged enquiries ensuring excellent customer service within the service standards. Write letters on behalf of the Commissioner for his signature and write responses in own name. Liaise with internal and external partners in order to prepare responses.</p> <p>Prepare reports and briefing notes for the Commissioner, Deputy Police and Crime Commissioner and senior officers within the remit of the business area.</p> |
| <b>Contacts:</b>              | Police and Crime Commissioner, OPCC Staff, Police Officers & Police Staff of the Force, other Forces and external organisations, members of the public, central government departments, key stakeholders and partner agencies, staff at other OPCC offices, criminal justice agencies, HMIC.  |
| <b>Equality and Diversity</b> | Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people  |

---

### Person Specification

#### **Knowledge, Skills & Abilities**

##### **Essential Criteria**

*A clear definition of the necessary criteria.*

**Knowledge/ Education (including qualifications):**

1. To be educated to degree level in a relevant subject i.e. English, Law, or Politics.

**Work Experience:**

2. Have experience of drafting complex and sensitive letters on behalf of self and senior managers (including the Police and Crime Commissioner) in response to members of the public, key stakeholders, external agencies and national organisations including Government departments.

3. Have proven experience of working in a busy customer service improvement environment dealing with the public in an efficient and effective manner.

4. Be responsible for the management of Freedom of Information requests, including handling such requests within statutory guidelines and timescales and ensuring website publication.

5. Undertake to train staff on the correspondence software system including any changes to that system.

6. Demonstrate from experience the ability to extract complex information from a variety of sources, summarising the essential facts to provide concise and accurate answers to correspondence and the preparation of reports and briefing notes.

7. Evidence of drafting processes and /or policies for the effective and efficient running of the casework service.

**Personal / Interpersonal Skills, Aptitudes:**

8. Have broad knowledge of case/correspondence management recording systems. Be responsible for the operation of such systems and for working with system providers to implementing improvements.

9. Have previous experience of dealing with requests for information from a variety of sources and effectively manage time ensuring deadlines are achieved.

10. Evidence being able to use own initiative to resolve problems and, where appropriate, provide alternative solutions to address issues raised by members of the public.

11. Demonstrate by example the ability to maintain security and confidentiality, and experience of complying with the Data Protection Act.

**Special Skills:**

12. Advanced level in the use of Microsoft Outlook, Word, Excel and PowerPoint.

**Other:**

*\* Reasonable adjustments will be considered under the Equalities Act 2010.*

**Desirable Criteria**

*Where available, elements that contribute to improved / immediate performance in the job.*

**Knowledge/ Education** (including qualifications):

1. Demonstrate knowledge and understanding of the Criminal Justice System.

**Work Experience:**

2. Experience of responding to information requests from other public sector organisations.

**Personal / Interpersonal Skills, Aptitudes:**

3. Experience of working within a customer focussed environment.

**Special Skills:**

4. Evidence of working within a political environment.
5. Demonstrate knowledge of issues within the Public Sector.
6. Demonstrate knowledge of case management databases

**Other:**

7. An understanding of the purpose and remit of the Force and of the Office of the Police and Crime Commissioner and its relationship with operational policing

*\* Reasonable adjustments will be considered under the Equalities Act 2010.*

## **Core Responsibilities/ Accountabilities**

### **Operational:**

1. To scope, plan and implement a case/correspondence recording system fit for purpose for the Office of Police and Crime Commissioner. Make recommendations to senior management regarding the most appropriate system to procure with costings and rationale. Implement the new system liaising with service provider and Force IT Dept to ensure alignment with Force systems. Manage the new system, developing it where necessary to meet the requirements of the office.
2. Produce management information and performance update reports on a regular basis and present to senior management, committees and the Police and Crime Panel as required.
3. Be responsible for setting customer service standards and report on performance against those standards to senior management.
4. Train other licence holders for the system and be the single point of contact for all issues relating to the system.
5. Write responses to all correspondence either in own name or that of the Commissioner and senior officers as appropriate. Meet with the Commissioner on a regular basis for the signing off of such correspondence where this is in the Commissioners name.
6. To make connections between items of correspondence and diary appointments for the Commissioner. Prepare briefing notes for the Commissioner on trends emerging or correspondence of concern linked to appointments.
7. Plan ahead for potential increases in correspondence due to PCC activity and media messages liaising closely with communications and engagement officers to identify dates
8. Be responsible for managing all FOI requests, processing and drafting responses within the statutory timescales and ensuring publication on the OPCC website.
9. Liaise with members of the public by telephone to acquire further information to enable a full response to be provided.
10. To contribute to the PCC's speeches within the remit of the role.
11. To draft responses to 'Any Questions' part of the Force intranet site where it relates to the business of the OPCC.
12. Liaise with the Policing Advisor and/or force officers on responses that require an operational policing input to ensure a full response is provided.
13. To prepare weekly consultation and conference lists for management decision taking own decisions where appropriate.
14. Prepare responses to consultation documents where directed, following research and liaison with colleagues.
15. To prepare briefing notes for the PCC and DPCC for engagement events and diary appointments to ensure they are fully briefed and informed.
16. Have ownership of templates for letters, briefing notes and report formats making changes when appropriate following consultation.
17. Liaise with the communications and engagement officers ensuring the work of the post holder ties up with that of the comms and engagement function.

### **Management/Leadership:**

N/A

### **Technical:**

N/A

### **Communication:**

18. To be responsible for liaising with Police Officers & Police Staff of the Force, other Forces and external organisations to gather information required to provide an effective customer service.

To liaise with the Executive Manager and relevant OPCC staff to ensure Case work is communicated to the appropriate people.

19. To ensure that FOIs are published on the PCC website.

**Administration:**

18. Retrieve and extract data from a case management system, and present management information reports to appropriate forums.

19. Gather information to support casework, and present this information in Letters, reports or briefing notes as appropriate.

20. Be responsible for the creation of letter and casework report templates ensuring that a corporate approach is adhered to.

21. To maintain records systems appropriate to the efficient operation of the OPCC Office

**General:**

22. Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.

23. Ensure all actions are compliant with GDPR legislation.

24. Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.

25. This role description should develop along with the changing demands of the OPCC and as reflected in the Police and Crime Plan.

**Other:**

26. Be flexible in terms of working location and be prepared to work temporarily at other locations within the Force area, undertaking a similar role

*\* Reasonable adjustments will be considered under the Equalities Act 2010.*

### Personal Values /Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non policing roles see here : [Competency and Values framework](#)

- We analyse critically
- We are innovative and open-minded
- We are emotionally aware
- We take ownership
- We are collaborative
- We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

- Integrity
- Impartiality
- Transparency
- Social responsibility

### Other

**Security Check Levels refer to vetting for the specific levels that relate to this job role:**

- 1) Please select one - Recruitment Vetting (RV)  or Management Vetting (MV)
- 2) Please select one - Counter Terrorist Checks (CTC)  or Security Check (SC)
- 3) Please select one - Developed Vetting (DV)  or N/A

**Date line manager checked vetting level needed :**

**Car User:** Yes  / No  - Essential /Casual Allowance {per mile / day etc}:

**Budgetary Management:** Yes  / No  Budget Value approximate value £

**Additional Information:**

### Reasonable adjustments

Organisation Chart

Manager Level

Team Leader Level

Supervisor Level

Administration  
Level

Administration  
Level

Administration  
Level

Clerk Level

Clerk Level

Clerk Level