

JOB DESCRIPTION

Post: Case Assistant – Victim & Witness Care
Grade: Band B **Job Evaluation Ref:** D1578
District/Department: Criminal Justice Services
Sector/Section: Victim & Witness Care
Location: Carmelite House, Norwich
Reporting to: Section Leader – Victim & Witness Care

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

To provide assistance to CJU teams submitting case material to CPS, updating members of the public and file clearing duties.

2. Main activities of the role *(This list is not exhaustive)*

- Providing support to CJU teams (Norfolk and Suffolk)
- Assisting with administration of Case files in Athena
- Data entry/updating on Force Systems and maintaining accurate information
- Filing
- Working as part of a file clearing team, researching, collating and clearing digital and physical material
- Handling telephone/e-mail enquiries/updating members of the public
- Preparing and sending letters and documents in support of CJU team
- Any other duties that are commensurate with the role and grade as may be requested by management

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies.
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

PERSON SPECIFICATION

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Essential Criteria

1. Demonstrate good numeracy and literacy skills
2. Demonstrate good interpersonal communication skills
3. Experience of working effectively as part of a team
4. Demonstrate the ability to accurately input data to computerised systems
5. Experience of creating accurate documents
6. Good keyboard skills and a working knowledge of Microsoft Office

Desirable criteria

1. Previous office/administrative experience
2. Previous Customer Service experience