

JOB DESCRIPTION

Post: Assistant Team Leader – GAP (Guilty Anticipated Plea) Team

Grade: Band D **Job Evaluation Ref:** C298

District/Department: Criminal Justice Services

Sector/Section: GAP Team

Location: Landmark House, Ipswich or Carmelite House, Norwich

Reporting to: Team Leader GAP Team, Norfolk or Suffolk

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

To support the Team Leader with day to day supervision of the team and deputise for the Team Leader where necessary.

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

- Supervise the activities of administrators within the team, maintaining sufficient staffing levels, authorisation of annual leave and conducting PDRs
- Ensure that the team provides an efficient and effective digital service to colleagues and partners within statutory time limits
- Perform file quality assessments on submitted cases, action planning officers and providing feedback where necessary
- Liaise with all CJS customers, including other police departments, CPS and HMCTS where required, to resolve issues and ensure efficient service delivery
- Monitor and quality assure the submission of case material by the team to partner agencies, ensuring that the correct Athena processes are followed and deadlines met
- Assist with the implementation of new initiatives and changes to existing processes and procedures
- Promote high data quality standards within the team
- Provide support to other CJS team (Norfolk and Suffolk) at times of high demand
- Provide cover for the team leader when necessary, managing the flow of cases/work requests in the CJS through Athena, transferring these to the relevant teams and allocating accordingly
- Develop a professional skilled, flexible team and assist the Team Leader with implementation of new initiatives and working practices
- Identify and highlight staff with development needs or high potential to the team Leader
- Assist the Team Leader with triaging and allocating cases to individuals within the team
- Any other duties that are commensurate with the role and grade as requested by line management.

4. 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.

PERSON SPECIFICATION

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Location: Landmark House, Ipswich or
Carmelite House, Norwich

Essential Criteria

1. Effective verbal and written communication skills with the ability to liaise effectively with external agencies, members of the public and internal staff and officers
2. Demonstrate ability to work to high levels of accuracy and quality standards
3. Experience of working effectively under pressure and to strict time scales whilst maintaining quality expectations
4. Previous supervisory experience including motivating and developing staff
5. Good computer skills and a sound knowledge of the Microsoft Office applications
6. Effective problem solving skills

Desirable criteria

1. Experience of working within a policing or legal environment
2. Experience of working within a digital environment