

ROLE PROFILE



Post Title:	Safer Roads Unit Safer Roads Officer	
Grade:	LC 4-5 (progression arrangements apply)	JE: 1541
Location:	Safer Roads Unit, Police HQ	
Responsible to:	Safer Roads Unit Supervisor Senior Court Presentation Officer NDORS Team Leader	

Job Purpose:

To deliver professional, efficient and effective administrative support in relation to all aspects of non-recordable motoring offences, including officer issued and safety camera notices, reports for process, injury collision reporting and diversionary courses.

To promote road safety, reducing those killed and injured on Lancashire's roads and where necessary bring offenders to justice.

Key Responsibilities:

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- To keep the SRU Managers updated, ensuring any changes in legislation, policy and procedure, are communicated in a timely manner.
- To provide a high quality of service to members of the public, officers and colleagues maintaining confidentiality at all times and to continually strive for improvement and support change where necessary.
- To support the work of operational officers providing advice and guidance in the preparation of evidence to comply with national file standards and assist in the successful prosecution of offenders to ensure cases are dealt with in a timely, professional and accurate manner.
- To work in a multifunctional team to deliver cost-effective criminal justice administrative processes, maintaining attention to detail whilst successfully managing demand and taking responsibility for associated deadlines. Over time, there will be a requirement for staff to gain experience of a variety of functions within the SRU.
- To provide advice and guidance to colleagues, other agencies, members of the public and National Driver Offending Retraining Scheme (NDORS) trainers, regarding traffic offence reports, fixed penalties, camera enforcement notices, report for process and collisions matters and diversionary courses.
- To closely monitor adherence to procedural, legal and home office requirements and service level agreements with officers and other agencies such as the Crown Prosecution Service (CPS), Her Majesty's Court and Tribunal Service (HMCTS), the Coroner's Office and UKROEd and take prompt action to address non-compliance by the most appropriate method.
- To provide advice, support and guidance to officers in relation to the submission, quality, content and timeliness of SRU prosecution files, issuing constructive feedback, tasking and documenting additional enquiries where necessary.
- To act as subject matter expert in relation to injury due care investigations, conducting evidential

reviews to ensure minimum standards of evidence are met to support a prosecution, course offer or identifying evidential shortcomings and advising where no further action may be more appropriate.

- To prepare files for prosecution within agreed standards, processes and legislative timeframes.
- To upgrade files, when directed, to a high, trial ready standard, complying with Criminal Procedure Rules, the Manual of Guidance, Disclosure Manual and the Criminal Procedures and Investigations Act 1996.
- To ensure accuracy when updating or amending records and notices, processing course bookings and during court preparation ensuring at all times that records remain up to date.
- To respond to complaints and general enquiries, both internal and external, in a professional and timely manner.
- To contribute to the development of efficient processes and systems in respect to SRU and criminal justice procedures, taking opportunities to reduce the administrative burden whenever possible, particularly in respect of operational police officers.
- To ensure knowledge of NDORS is maintained in order to support the NDORS service.
- To positively engage and maintain effective working relationships with partner agencies, including the Department for Transport, Road Safety Support, CPS, HMCTS and the Coroner's Office.
- To deal with general enquiries from officers, other departments and divisions, members of the public, CPS, HMCTS, the Coroner's Office, UKROEd, NDORS trainers, other Police Forces, both in writing, email and via the telephone.
- To deal appropriately with telephone enquiries to both the SRU and NDORS public phone lines, providing effective, accurate, and courteous advice and guidance at all times, enhancing customer satisfaction, whilst at all times ensuring personal data is not compromised.
- To attend and actively contribute to meetings.
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post

Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

Resolute, compassionate and committed

Behaviour	Level	To be Identified by
We are emotionally aware	1	Interview
We take ownership	1	Interview

Inclusive, enabling and visionary leadership

We are collaborative	1	Interview
We deliver, support and inspire	1	Interview

Intelligent, creative and informed policing

We analyse critically	1	Interview
We are innovative and open minded	1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

Values :	
All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.	
Integrity	Impartiality
Public Service	Transparency

Qualification		
Essential	Desirable	To be identified by
	Customer Service Qualification or proof of attending an in-house training course in customer service	Application Form
	Intermediate typing/word processing qualification i.e. RSA II, ULCI III, IBT2, ECDL &/or ability to type at 35 wpm	Application Form/Typing Assessment
Knowledge / Experience		
Experience of working in an administrative role within a busy environment dealing with confidential information	Previous experience of working within a Criminal Justice or legal environment	Application Form
Experience of working to a high standard with minimal supervision, organising and prioritising own workload whilst working to deadlines		Interview/Assessment
Experience of producing accurate written information and demonstrate a high level of attention to detail	Experience of composing letters and memos and responding to correspondence	Application Form/ Interview/Assessment
Experience of inputting, updating and maintaining computerised systems	Experience of interrogating Police IT systems to research and record information, e.g. Connect	Application Form/ Interview
Experience of assessing information, providing logical, informed solutions and taking appropriate action when necessary	Experience of interrogating computer systems to produce reports and/or management information	Application Form/Interview /Assessment

	Knowledge of diversionary courses	Application Form/Interview
Experience of working effectively as part of a team	Experience of providing specialist advice and guidance to staff and managers on policy and procedures	Application Form/Interview
Experience of dealing with members of the public and working in partnership with other departments and agencies	Experience of developing and maintaining effective working relationships with internal and external stakeholders	Application Form/Interview
Ability to communicate effectively at all levels	Experience of presenting evidence in court and knowledge of court procedures and protocols	Application Form/Interview/Assessment
Experience of maintaining strict confidentiality, using tact and diplomacy where applicable		Application Form/Interview
Experience of using Microsoft Software applications including Outlook and Word	Knowledge of force I.T. systems	Application Form/Interview
Other		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants
A flexible approach to working hours and practices		Interview

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

Date last updated: 01/07/22

LANCASHIRE CONSTABULARY
SAFER ROADS OFFICER LC 4- 5
PROGRESSION ARRANGEMENTS

The following progression arrangements are all subject to the needs of the post and not the post holder however, the individual's line manager should provide the necessary support and guidance to help the individual develop where possible and allow them to successfully apply for progression, actively using PDR as a record for doing so.

These arrangements do not prevent management seeking authority to appoint at any spinal column point in the LC 4 - 5 range subject to the individual meeting the progression criteria.

LC 4 (bar at the top)

On appointment

Progression to LC 5 (bar at the top)

After one year's satisfactory performance in the post at LC4 and having evidenced proactivity and assessable performance by: When the individual can demonstrate the following:

- Possessing a comprehensive knowledge and understanding of the systems, functions and processes within the SRU or having expert/specialist knowledge in a critical area of SRU business.
- Consistently producing high quality correspondence
- Undertaking basic research and demonstrating an ability to interpret and assess information to resolve general enquiries from internal and external contacts including members of the public
- Frequently providing accurate and timely advice and guidance to officers, colleagues, external contacts and members of the public.
- Undertakes research on a regular basis from a variety of sources drawing conclusions and identifying solutions, taking positive action to make decisions and to assist Officers and colleagues in resolving day to day issues.