

CANDIDATE INFORMATION PACK

Commissioner's
Casework Officer





INTRODUCTION

Thank you for expressing an interest in becoming the Commissioner's Casework Officer. This pack contains information to help you gain a greater understanding of the Office of the Police and Crime Commissioner, the Police and Crime Plan and the application process.

POLICE

MESSAGE FROM THE POLICE AND CRIME COMMISSIONER

I was elected on the pledge to lead the fight against crime in Lancashire and that's exactly what I've set out to achieve; through a common sense, no nonsense approach to dealing with criminals across our county and supporting victims. I need a strong team of people in my office to help deliver this.

My Casework Officer is a pivotal role, and the postholder will share my passion and enthusiasm for protecting people and improving police services.

My number one priority is the safety of each of our residents, whether they live in our busy urban cities, growing market towns or rural villages. Through my Police and Crime Plan I have a real focus on neighbourhood policing with dedicated teams for every area – building up a visible and effective frontline service that protects our communities by taking the fight to criminals.

Since I took up office in May 2021, I have visited every police area across the county and patrolled with frontline officers to truly understand how I can make a difference. I have been out to people's homes, in streets and neighbourhoods, listening to what is important. Residents have told me that anti-social behaviour is the biggest policing issue in their local area. This is closely followed by drug dealing, dangerous driving and burglary; therefore, these are my priorities.

I am determined to ensure Lancashire Constabulary has the resources and infrastructure needed to keep people safe and to deliver this I will lead the largest investment into policing in living memory. This investment programme will mean extra boots on the ground in your neighbourhood, a physical police presence and front counter service in every borough, but also investment into crime fighting infrastructure and technology to ensure we are always one step ahead of criminals.

I am therefore, looking for a Casework Officer who can support me in this fight. I want you to share a common vision with me and deliver on my priorities. I'm looking for an exceptional candidate who is committed and who delivers on the promise to make a difference. If you think that person is you, I look forward to hearing you.



A handwritten signature in black ink, appearing to read 'AS' followed by a stylized flourish.

Andrew Snowden
Lancashire Police
and Crime Commissioner

THE POLICE AND CRIME PLAN

I have developed this Police and Crime Plan in consultation with members of the public and partners across Lancashire to ensure it reflects the issues that matter most to people.

This is a living document and sets the strategic direction for crime-related and policing services across Lancashire, including the response to regional and national threats. It also includes information on the financial resources available to me both from central government and

local council tax precept along with any grant funding and how that will be allocated. Following extensive engagement and analysis of local, regional and national issues my priorities are:-



✓ Getting Tough on **Anti-Social Behaviour**

✓ Disrupting and Dismantling **Organised Crime**

✓ Tackling **Domestic Abuse and Sexual Violence**

✓ Cracking down on **Burglary and Robbery**

✓ Targeting **Dangerous Drivers**

ABOUT LANCASHIRE

Lancashire is a diverse county spread over a large geographical area with coastal towns, including Blackpool and Morecambe, and large towns, city centres, and rural communities too.

Lancashire consists of two unitary authorities Blackpool and Blackburn with Darwen, the remainder consists of upper tier Lancashire County Council and 12 District authorities: Burnley, Chorley, Fylde, Hyndburn, Lancaster, Pendle, Preston, Ribble Valley, Rossendale, South Ribble, West Lancashire, and Wyre.

The 2019 mid-year population estimate for the Lancashire was 1,508,941 people, which is 0.7% (10,641) higher than 12 months earlier. 23.5% were aged 0-19 years, 56.4% were aged 20 to 64 years, and 20.1% were aged 65 and over. Over the next decade the number of children aged 0-15 in the county is predicted to rise and then decline thereafter. The working-age population is predicted to start to decline within five years and the older population is predicted to increase, with more people falling into the over 85 bracket each year as life expectancy increases over the period.

Most of the population of Lancashire is White (90%). The other ten per cent of the population (around 141,000 people) are from Black, Asian, and other minority ethnic (BAME) groups. The largest BAME populations are found in Blackburn with Darwen (31%), Pendle (20%), Preston (20%), Burnley (12%) and Hyndburn (12%). The ethnic breakdown of Lancashire consists of White (90.4%), Asian (7.9%), mixed race (1.1%), Black (0.4%) and other ethnic groups make up 0.3% of the population.

Levels of socio-economic deprivation vary across the Lancashire with great inequalities. Districts with the highest level of deprivation in Lancashire include Blackpool, Burnley, and Blackburn with Darwen. Less deprived districts in Lancashire include Ribble Valley, South Ribble and Fylde. However, within all districts, there is a wide variation in deprivation at ward level.

(Source VRN Annual Report 2021)

The transport infrastructure includes major rail stations, air and seaports.



LANCASHIRE HAS A

£30.8Bn

ECONOMY

732k

JOBS

53k

BUSINESSES

£4.4Bn

VISITOR ECONOMY

ATTRACTING ALMOST

69M

VISITORS ANNUALLY

OFFICE OF POLICE AND CRIME COMMISSIONER JOB DESCRIPTION

Post	Commissioner's Casework Officer
Location	County Hall, Preston Lancashire
Accountable to	Commissioner's Executive Staff Officer
Grade	LC 6
Other	Occasional evening and weekend work. Travel across Lancashire and periodic national travel will be required

PURPOSE OF THE JOB:

- To support the delivery of the Police and Crime Plan by assisting the Police and Crime Commissioner (PCC) to manage relationships and engagement with a wide variety of stakeholders.
- The post holder will be a customer focused, experienced complaint handler with excellent organisation and communication skills
- The purpose of the role is to provide comprehensive casework management and administrative support to ensure the effective and efficient engagement with the public and wider stakeholders.
- The post holder will be required to assess and respond to issues raised with the PCC in as positive and helpful way as possible.



MAIN RESPONSIBILITIES / ACCOUNTABILITIES

- 1.** Provide, promote, and demonstrate a high-quality customer focused approach to all aspects of the role, ensuring regular contact with complainants, managing expectations, and delivering a quality, impartial and informative service on all aspects of complaint cases
 - 2.** With a positive attitude assess, process, and respond to all new casework correspondence raised with the PCC in a coordinated, proactive manner.
 - 3.** Responsible for the initial research and assessment of all new correspondence/ complaints in line with relevant legislation, regulations and guidance to make recommendations to management in respect of proposed responses.
 - 4.** Responsible for ethical problem solving eg complaint resolution in liaison with the member of the public/complainant and compile a detailed report of your findings and recommended outcome.
 - 5.** Responsible for preparing presentations, briefing notes and supporting evidence for the PCC and Chief Executive.
 - 6.** To be able to work as part of a high performing multi functioning team managing a significant case load covering a range of issues and complexities using highly developed negotiation skills to ensure all relevant parties fulfil their commitment and compliance to a high quality customer focussed service delivery.
 - 7.** Strong commitment to delivering a high standard of service with the emphasis on quality
 - 8.** Input, process and finalise casework and miscellaneous files onto the computer database and maintain manual records where appropriate
 - 9.** Liaise with, members of the Office, Police Divisions, Lancashire County Council, and other relevant stakeholders to acquire relevant information in order to reply to the complainant
 - 10.** Generate management information from relevant ICT system
 - 11.** Prepare accurate and timely correspondence for casework matters
 - 12.** Monitor and report upon casework at regular progress meetings
 - 13.** Be responsible for researching local information and set up and maintain a library of frequently asked issues to ensure responses are consistent and relevant.
 - 14.** Ensure timely replies as against service complaint standards.
- This job description forms part of the contract of employment of the person appointed to the post. It reflects the major tasks to be carried out by the post holder at the present time and should not be regarded as exclusive or exhaustive. It also identifies a level of responsibility at which the post holder will be required to work.
 - In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder.
 - The post holder will be also required to carry out other duties and requirements, at the same or lower responsibility level associated with the post, as may be determined from time to time to be within the general scope of the post and in response to the requirements of the Police and Crime Commissioner.
 - This role will be reviewed 6 months after implementation, in line with performance management and operational requirements.

PERSON SPECIFICATION

Job Title: Commissioner's Casework Officer

Team: Commissioner's Executive Staff Officer

Grade: LC6

Date: December 2021

Short-Listing Criteria	Essential / Desirable (E/D)	Assessment Method (How it will be measured whether a candidate meets the criteria)
Qualifications		
Minimum of 5 GCSE's grade 4 or above including Maths and English	E	Application form / Production of Certificates
Customer Service qualification	D	Application form / Production of Certificates / Production of CPD Record
Experience		
Experience of working on own initiative, investigating problems, developing solutions and taking appropriate timely action to resolve them.	E	Application form / Interview
Experience of working to deadlines and tight timescales, within a busy environment.	E	Application form / Interview
Experience of working effectively as part of a team.	E	Application form / Interview
Experience of communicating across a wide spectrum of people both individuals and in groups.	E	Application form / Interview
Experience of working with minimal supervision, organising and prioritising own workload.	E	Application form / Interview
Experience of composing letters and briefings and responding to routine correspondence.	E	Application form / Interview

Applicants are requested to ensure they evidence the particular areas highlighted above in their applications.

Short-Listing Criteria	Essential / Desirable (E/D)	Assessment Method (How it will be measured whether a candidate meets the criteria)
Experience		
Experience of inputting, updating and maintaining computerised and manual filing/ recording systems	E	Application form/Interview
Experience in providing high quality customer service	E	Application form/interview
Experience of using Microsoft Software Applications, including MS Office – Word, Excel, PowerPoint and Access.	E	Application form/ Interview
Knowledge, Skills and Abilities		
Good understanding and awareness of working in the public sector, including political awareness	D	Application form / Interview
Knowledge of the role of the PCC and the work of his Office	D	Application form / Interview
Understanding of the requirements of the Data Protection Act/GDPR/ confidentiality	E	Application form / Interview
Excellent communication skills both written and verbal	E	Application form / Interview
Demonstrable skills in decision making, problem solving and planning and organising	E	Application form / Interview
Excellent working knowledge, keyboard and ICT skills with advanced skills of MS Outlook, Word, Excel, Internet Explorer and Microsoft 365 including Microsoft Teams	E	Application form / Interview
Ability to prioritise workload in a constantly changing environment	E	Application form
Ability to communicate and present information both verbally and in writing to a range of audiences	E	Application form / Interview
Ability to quickly establish effective working relationships and develop strong team working with executives, staff and external stakeholders	E	Interview
High level of accuracy and attention to detail range of audiences	E	Application form / Interview

Applicants are requested to ensure they evidence the particular areas highlighted above in their applications.

Short-Listing Criteria	Essential / Desirable (E/D)	Assessment Method (How it will be measured whether a candidate meets the criteria)
Physical Requirements:		
Demonstrate a good attendance record	E	Application Form / Pre employment checks
Other		
Commitment to Equal opportunities and Diversity in the workplace	E	Interview
Must be willing to work flexible hours when required to meet the demands of the service	E	Interview
Commitment to the objectives of the service and service delivery	E	Interview

SUMMARY OF TERMS AND CONDITIONS

SALARY

£23,406 - £26,016

Full time
37 Hours per week

LENGTH OF EMPLOYMENT

This is a permanent contract, subject to a 6 month probation period, in line with performance management and operational requirements.

LOCATION

This post is based at Office of the PCC for Lancashire, County Hall, Preston, PR1 0LD. However, a second office is also located at Constabulary Headquarters in Hutton, Preston, PR4 5SB. The postholder is expected to work around the Commissioner's diary and commitments.

ELIGIBILITY REQUIREMENTS

All successful applicants will be subject to Vetting clearance. Applicants should note that there is a minimum UK residency criterion of three years for recruitment vetting purposes in line with national recommendations.

PLEASE NOTE THIS IS A POLITICALLY RESTRICTED POST

Under the provisions of the Local Government and Housing Act 1989 (as amended), all employees of the Police & Crime Commissioner, except for the Deputy Police and Crime Commissioner, are subject to restrictions on the political activities they are able to undertake e.g. political membership of a local authority. In addition, the Local Government Officers (Political Restrictions) Regulations 1990 specify certain other political activities which the holder of a politically restricted post cannot undertake such as canvassing.

WHAT ACTIVITIES ARE RESTRICTED?

Where a post is politically restricted the holder shall not:

Stand as a member of:

- a) The House of Commons;
- b) The European Parliament; or
- c) A local authority.

Act as an election agent or sub-agent for a candidate for Parliament, European Parliament or a local authority.

Be an officer of a political party or of any branch of such a party or a member of any committee or sub-committee of such a party or branch if his/her duties as such an officer or member would be likely to require him/her:

- a) to participate in the general management of the party or the branch; or
- b) to act on behalf of the party or branch in dealings with persons other than members of the party or members of another political party associated with the party.

Canvass on behalf of a political party or on behalf of a person who is, or proposes to be, a candidate for election to Parliament, European Parliament or a local authority.

EXEMPTIONS

Under the Police Reform and Social Responsibility Act 2011, post holders cannot apply for an exemption.

S.1 Local Government and Housing Act 1989 as amended by paragraph 200 of schedule 16 to the Police Reform and Social Responsibility (PRSR) Act 2011, with transitional provision in paragraph 20 of schedule 15 of the PRSR Act 2011 – which exempts existing staff from such political restrictions).

Local Authority (defined in section 21 of the Local Government & Housing Act 1989) does not include a Parish Council.

HOW TO APPLY

Candidates are invited to apply by submitting a completed application form by **5pm on Monday 17 January 2022**. Shortlisted

Candidates will be notified no later than **21 January 2022**. Interviews will be held W/C **24 January 2022**.

Prospective candidates who would like more information about the role can contact the Director of the Office of the Police and Crime Commissioner, Angela Harrison in confidence for an informal discussion on **01772 533587** or Deputy Director Louise Fairclough on **01772 532010**.

Please note if you have previously applied for a position within Lancashire Constabulary, there is a possibility your answers will be pre-populated. Therefore, please ensure you check that your answers are relevant to the question.

Lancashire Police and Crime Commissioner, together with Lancashire Constabulary aims to ensure that we appoint individuals from different backgrounds to reflect the communities we serve. The Equality Act 2010 allows us to promote equality by adopting Positive Action to support people from under-represented groups.

If you feel this relates to you, we can help and support you through the process from application, assessment to interview. Together we can break down barriers and build an inclusive workforce.

Please contact the Workforce Representation Team if you have any questions:
workforcerep@lancashire.police.uk

KEEPING IN TOUCH

If you want to keep in touch,
then you can:

Email: commissioner@lancashire-pcc.gov.uk

Post: Office of the PCC for Lancashire
PO Box 100,
County Hall,
Preston,
PR1 0LD

Call: 01772 533 587

Web: Lancashire-pcc.gov.uk



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