

Victim and Witness Service Supervisor

Job Family - Supervisor

Grade: D	Department: Strategic CID
Location: Headquarters	Security Vetting: RV
Role Specific Requirements/ Restrictions:	None
Role Specific Hazards:	Manual Handling, Confrontation, Display Screen Equipment, Confined Spaces, Headsets
System Access Requirements:	Information Assets, MyTrent Manager Self Service, Sickness Recording, Tasking (DMS), Case Preparation, Working Time Recording, Storm, QAS, External email, Intelligence, Custody, CMS, Warrants,

Role Purpose

Role Specific

1. To provide day to day management of the Witness Care and Victim Care Officers who provide care and support to victims and witnesses of crime from initial report through to the conclusion of the criminal justice process.
2. To deal with victims and witnesses and ensure compliance with the Victims Code of Practice, Witness Charter and other relevant legislation.
3. To develop and maintain relationships with statutory authorities, service providers, the Voluntary and Community Sector to enhance the delivery of services to victims.
4. To develop and deliver training as and when required.
5. To contribute to the effective delivery of Restorative Justice, ensuring that its use represents the needs and wishes of the victim.
6. To represent Criminal Justice at relevant forums both nationally and locally.

Role Generic

7. To communicate through the medium of Welsh to a level 1 standard or be prepared to achieve this within 6 months of appointment [Click [here](#) for the DPP Welsh Language requirements].
8. To be responsible for the management, development and provision of quality services through flexible tasking processes.
9. To provide day to day line management of employees, including the proactive management of workplace health and wellbeing.
10. To deal with employee conduct, performance and attendance matters in adherence to Force policy.
11. To work with customers at the initial point of contact and have the responsibility for resolving queries.
12. To prepare original reports and statistical returns to improve quality and performance and meet statutory and regulatory requirements
13. To be responsible for specific budgets and ensuring expenditure is monitored.
14. To implement ongoing training and development activity to up skill staff, promoting flexibility of deployment and resilience.
15. To identify activities and processes that requires improvement to deliver change and enhance performance.
16. To provide supervisory resilience during periods of absence/abstraction.
17. To comply and act in accordance with relevant legislation, Dyfed-Powys Police Policies and protocols, including Code of Ethics, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.

To view descriptors of the level of responsibility required of this role please [click here](#).

Note: This job description is provided to give post holders a broad outline of the job activities of this post. Dyfed-Powys Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. The job description may be amended from time to time within the scope and level of responsibility relevant to this post.

Skills / Attainments [to be evidenced on application] Only evidence against these <u>FIVE</u> attainments on your application form	
	1. Must have a familiarity with the criminal justice system. (E)
	2. Must have experience of mentoring, coaching or supervising others (E)
	3. Must have effective written and oral communication skills, with an ability to communicate with people at all levels of the organisation (E)
	4. Must have proven organisational skills and have the ability to effectively prioritise tasks to achieve deadlines (E)
	5. Must demonstrate a practical approach to problem solving (E)

Other skills / experience / knowledge needed for the role and may be assessed during the interview process	
	1. Must have a good working knowledge and understanding of the Victims Code of Practice and its application. (E)
	2. Must have a good working knowledge and understanding of the Witness Charter. (E)
	3. Must have an understanding of safeguarding principles and related legislation. (E)
	4. Should be able to demonstrate the ability to effectively prepare and deliver training. (D)
	5. Must possess GCSEs Grades A - C, in Mathematics and English Language, or have proven relevant experience to a comparable level in numeracy and literacy (E)
	6. Must have previous administrative experience (E)
	7. Must be able to administer policies and procedures to quality standards (E)
	8. Must demonstrate proficiency at working to a high degree of accuracy and show attention to detail (E)
	9. Must be proficient in the use of Microsoft Word for word processing and Excel for data manipulation and reporting (E)
	10. Must be able to travel within the force area as required by the role (E)

(E) – Essential / **(D)** – Desirable

Please Note: At interview candidates will be assessed against the criteria detailed in the following link [Click here](#). Further details on the interview process are provided as part of the candidate information pack.