

Apprentice – Criminal Justice Department

Job Family – Apprentice

Grade: Apprentice		Department: Criminal Justice Department
Location: Headquarters		Security Vetting: RV
Role Specific Requirements/ Restrictions:	None	
Role Specific Hazards:	Display Screen Equipment	
System Access Requirements:	Case Preparation System, Working Time Recording, Digital Interview Recording, Evidence Works Client, Tasking, QAS, External email, External Internet, WMS	

Role Purpose

The Apprentice will be required to provide administrative support within the Criminal Justice Department.

Role Specific

- To assist with the preparation of documentation relating to traffic and crime prosecution court files for submission to the Crown Prosecution Service
- To assist in the preparation of transcripts of interviews
- To assist with the effective case progression with regards to victim and witnesses
- To assist with the provision of administrative support to the Police Led Prosecutors at Magistrates court
- To conduct checks on relevant computer systems and provide accurate information to assist in the court process
- To book members of the public onto educational courses for the NDORS scheme
- To assist with the stocking of course venues in preparation for the delivery of the NDORS courses across the Dyfed-Powys area
- To assist with the process of allocating NDORS courses, liaising with course venues and trainers
- To provide administrative support within department by arranging meetings and venues
- To assist in ensuring the department has sufficient stock and supplies
- To assist with updating the force intranet in relation to CJD matters
- To liaise with Police Officers, Police Staff and partner agencies
- To deal with correspondence received from partner agencies, solicitors, insurance companies and members of the public.
- Provide timely and effective exchange of information to both internal and external customers including victims, witnesses and suspects, both verbally and in writing.
- To undertake direct communication with victims, using agreed processes to ensure that victims needs are met.

Role Generic Tasks

1. To undertake as directed the transactional activities and administrative tasks required.
2. To provide an effective and efficient service to both internal and external customers ensuring confidentiality is maintained at all times.
3. To deal effectively with internal and external communication from staff and members of the public.
4. To ensure force systems are maintained and updated effectively in line with business processes.
5. To develop, maintain and ensure effective business processes.
6. To comply and act in accordance with relevant legislation, Dyfed-Powys Police Policies and protocols, including Code of Ethics, Personal Development Review (P.D.R), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.
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].

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

Skills / Attainments [to be evidenced on application]

Only evidence against these FIVE attainments on your application form

	1. Must demonstrate a practical approach to problem solving (E)
	2. Must have effective keyboard inputting skills and knowledge of Microsoft packages including Excel and Word. (E)
	3. Must have effective written and oral communication skills (E)
	4. Must have previous experience of ability to work as part of a team either through work, sport, social activities or other interests. (E)
	5. Must have adaptability, honesty and a mature outlook. (E)

Other skills / experience / knowledge needed for the role and may be assessed during the interview process

	1. Must possess G.C.S.E's Grades A - C, in Mathematics and English Language, or will need to demonstrate an ability at a level that will allow achievement of the apprenticeship and to competently carry out the role. (E)
	2. Must be prepared to successfully complete all training and assessment required of the role (E)

KEY: (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.