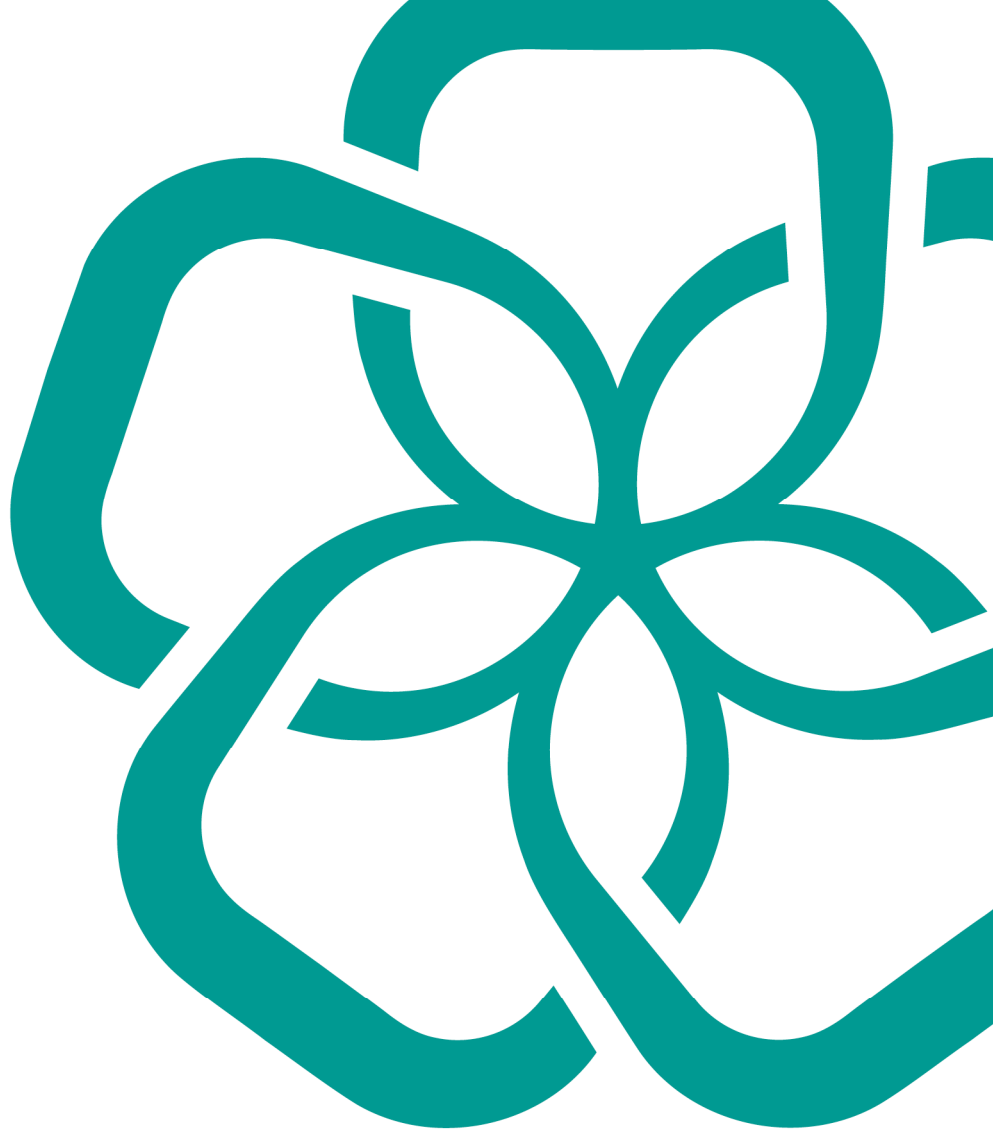




West
Yorkshire
Combined
Authority

Tracy
Brabin
Mayor of
West Yorkshire



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ROLE PROFILE

Job Title:	Casework Officer	Job Code:	PEP/P11
Department:	Policing and Crime	Version:	1.0
Reports To:	Casework and Reviews Manager	Date Created:	March 2023
		Grade:	J

Is this a politically restricted Post?	Yes/ No <i>(*if yes, see our policy on what this means)</i>	
Is this a Vetted Post?	Yes/ No	NPPV2 Full

ORGANISATIONAL CONTEXT

We are passionate about Equality Diversity and Inclusion, and we have a Vision:

To be a leader, recognised nationally for our focus and commitment to EDI.

Our Vision as an organisation is:

To create a West Yorkshire that is prosperous, well connected, safe, inclusive and a hotbed of creativity and sustainability.

To achieve this we will:

Secure the means to deliver projects and services needed for growth in the Leeds City Region (LCR), be its voice nationally and internationally, and build the partnerships to ensure the best economic outcomes.

Our department contributes to this by:

Responsibilities for exercising the functions of the Police and Crime Commissioner for West Yorkshire transferred across to West Yorkshire Mayor on the 10th May 2021. The key function of the Mayor is to provide stronger and more transparent accountability of the police, helping to make the police answerable to the communities they serve. The Mayor will ensure community needs are met as effectively as possible and foster local relationships through building confidence. They will work in partnership across a range of agencies at local and national level to ensure there is a unified approach to preventing and reducing crime.

The Mayor does not run the police. The role is to be the voice and hold the police to account.



Job Overview:

- Provide a customer focused interface between the Deputy Mayor for Policing and Crime (DMPC) and members of the public, handling all casework received by the Policing and Crime Team in order to respond to the concerns and issues raised by members of the public and to support the Mayor in delivering the Police and Crime Plan.
- Support the Casework and Reviews Manager to undertake statutory reviews of police complaints.

© Take a pro-active approach to participating and delivering of your directorate's objectives.

© Demonstrate commitment to corporate processes and ensure that these are delivered at all times.

- © Be a visible and enthusiastic team member, encouraging partnership working across the organisation.
- © Take a positive approach to self-development.

CRITICAL SUCCESS FACTORS

*We break each job down to explain the critical areas for success, ranked by importance.
These indicate the end result or outputs for which the role holder is responsible.*

People Contacts:

- Internal: All staff within the Combined Authority (CA), the Mayor and DMPC
 - External: Members of the public across West Yorkshire, elected representatives, West Yorkshire Police, the Independent Office for Police Conduct (IOPC), other OPCC's and Mayoral Combined Authorities, local authorities and other partners from all sectors, government departments and statutory bodies.
- © Support partnership working across the organisation and externally.
 - © Work together with your team to ensure targets are achieved.
 - © Be an advocate of our strong performance management culture, taking accountability for delivering results.
 - © Contribute to a positive working environment for your team, with a solid ethic of working towards achievement of our vision.
 - © Take a proactive approach to internal processes, contributing during meetings and interviews.
 - © Utilise effective communication channels when working with others.

Technical Duties:

- Support the Casework and Reviews Manager in the implementation of protocols for dealing with members of the public and their representatives, to deal with casework efficiently and effectively in order to deliver the Police and Crime Plan.
 - Organise and deliver casework on a day-to-day basis, receiving and accurately recording all casework, handling highly confidential and sensitive information in line with procedures and legal requirements, offering advice, guidance and support and progressing cases with West Yorkshire Police in order to provide timely and appropriate responses to members of the public and their representatives.
 - Support the Casework and Reviews Manager to undertake statutory reviews of complaints in line with the Policing and Crime Act 2017, to determine whether the police handling of complaints is reasonable and proportionate.
 - Assist the Casework and Reviews Manager by triaging public complaints about the Chief Constable; recording and retaining accurate information and drafting initial assessment and handling recommendations against the statutory police complaint regulations.
 - Ensure the Mayor's statutory responsibilities for Police Misconduct Hearings and Police Appeals Tribunals are met, providing direction and support to Policing and Crime Team colleagues and liaising with West Yorkshire Police and regional OPCCs to ensure the effective and efficient implementation of processes and legislative requirements.
 - Support the Mayor and DMPC to have oversight of police complaints by taking part in police independent scrutiny and advisory panels.
 - Provide the Casework and Reviews Manager and CA colleagues with analysis, information and learning from casework at least annually, such as volumes, trends and areas for improvement, in order to ensure that the Policing and Crime team is responding appropriately.
- © Typically works on horizons of up to one year, in line with the objectives set in the business plan.
 - © To uphold procedures in place to achieve your strategic objectives, suggesting amendments to processes as required.
 - © Ensuring compliance with the Combined Authority's health and safety policy.

Impact & Influence:

- Prepare briefings and recommendations for the Mayoral office and Casework and Reviews Manager to ensure the effective handling of casework and police complaints.
 - Organise and provide support for surgeries and other forums for people across West Yorkshire and their representatives to raise their concerns with the Mayor or DMPC, preparing briefings and risk assessments.
 - Build and maintain excellent relationships and networks with CA colleagues, West Yorkshire Police and partners to progress casework and exchange information to ensure concerns raised by members of the public are responded to.
 - Work alongside colleagues within the Mayoral office and across the CA and partners towards a greater understanding of current and emerging policing and community safety matters to identify trends and campaigns.
-
- © Represent the interests of your team within the context of the wider aims of the Combined Authority both internally and externally.
 - © Fosters good working relations across the organisation, building effective team relationships.

The above lists of accountabilities are not exhaustive. The role holder will be required to undertake such tasks as may reasonably be expected commensurate with the scope and grading of the role.

THE PERSON

To be fully successful in the role, we believe the following knowledge, skills and experience are required. When recruiting, we are looking for the best candidate match to this, however we know that there are some elements that can be trained and this will be taken into account during the recruitment process.

Knowledge:

- © Educated to degree in a relevant area (such as public services or social policy) or equivalent relevant education/ experience.
 - © Practical experience of successfully performing in a similar role.
 - © Experience of working in the public sector.
-
- Proven relevant experience of working in a public engagement role.
 - Knowledge/experience of local policing and community safety.
 - Knowledge/experience of the police complaints and conduct regulations.

People:

- © Experience of effectively contributing to team objectives.
 - © Experience of successfully identifying appropriate communication channels to deliver information.
 - © Experience of effectively contributing to organisational vision.
 - © Demonstrates a commitment to Equality, Diversity and Inclusion (EDI) at all times
-
- Experience of working effectively as part of a team.

Technical:

- © Strong negotiation skills.
-
- Proven ability to gather, analyse, interpret and report information.
 - Proven experience of working to tight deadlines in a pressured environment.
 - Ability to travel across West Yorkshire and nationally to attend events as needed.

- Good IT literacy skills and ability to use MS Office software such as Outlook, Word and Excel.

Impact & Influence:

- Excellent communications skills both written and orally, including on sensitive matters to senior leaders.
- Experience of providing excellent customer service delivery.
- Ability to build partnerships within and outside the organisation.

OUR VALUE & BEHAVIOURS

Championing Our Region | Working Intelligently | Easy to Do Business With | Positive About Change | Working Together

These are our values. We shaped them together and we're proud of them.

We also created a set of behaviours for each of our values. Our behaviours provide us with a way of working and they are our minimum expectations of everyone here. Further information on this can be found on our website: <https://www.westyorks-ca.gov.uk/a-career-with-us/our-values-and-behaviours/>

Information regarding [Inclusivity at West Yorkshire Combined Authority](#) and [Equality, Diversity and Inclusion](#) can be located on our website.

ROLE PROFILE

Role Title	Casework Officer	Reporting to	Casework and Reviews Manager
		District/Department	Policing and Crime
Tenure		Rank/Grade	Scale 6

Part A – JOB DESCRIPTION

Overall purpose of role	Provide a customer focused interface between the Police and Crime Commissioner (PCC) and members of the public, handling all casework received by the Policing and Crime team in order to respond to the concerns and issues raised by members of the public and to support the CA in delivering the Police and Crime Plan and keeping people safe and feeling safe.
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Key outputs for role	
1. Support the Casework and Reviews Manager in the implementation of protocols for dealing with members of the public and their representatives, to deal with casework efficiently and effectively in order to deliver the Police and Crime Plan. 2. Organise and deliver casework on a day to day basis, receiving and accurately recording all casework, handling highly confidential and sensitive information in line with the requirements of the general data protection regulations and offering advice and guidance in order to provide timely and appropriate responses to members of the public and their representatives. 3. Prepare briefings and recommendations for the Mayoral office and Casework and Reviews Manager to ensure the effective handling of casework and police complaints. 4. Support the Casework and Reviews Manager to undertake reviews of complaints in line with the Policing and Crime Act 2017, to assess the handling of complaints by West Yorkshire Police (WYP). 5. Organise and provide support for surgeries and other forums for people across West Yorkshire and their representatives to raise their concerns with the Mayor ensuring the relevant senior colleague is briefed and that risks are assessed and minimised. 6. Ensure the Mayor's statutory administrative responsibilities for Misconduct Hearings and Police Appeals Tribunals are met, provide direction and oversight to Business Support Colleagues and liaise with West Yorkshire Police to ensure the effective and efficient implementation of processes and legislative requirements. 7. Build and maintain links with Policing and Crime colleagues, the CA and other partners to progress casework and exchange information to ensure concerns raised by members of the public are responded to. 8. Provide the Casework and Reviews Manager and CA colleagues with analysis, information and learning from casework at least annually, such as volumes, trends and areas for improvement, in order to ensure that the Policing and Crime team is responding appropriately. 9. Work alongside colleagues within the Mayoral office and across the CA and partners towards a greater understanding of current and emerging policing and community safety matters to identify trends and campaigns. 10. With a flexible approach to working within a dynamic and changing environment, provide any other support necessary to enable the relevant Mayoral and CA colleagues to fulfil their role.	

Dimensions (Financial/Statistical/Mandates/Constraints/No.of direct reports)
• Responsible for delivering on casework efficiently and effectively, currently approximately 1,000 cases per annum. • Supporting the completion of complaints reviews, estimated to be around 100 reviews per annum.

Work/Business contacts

Internal: Policing and Crime team and all staff within the CA

External: Members of the public across West Yorkshire, elected representatives, other OPCCs, local authorities and other partners from all sectors, government departments and statutory bodies.

Expertise in Role Required (At selection - Level 1)

Essential or Desirable

- Degree level or equivalent in a related professional area or relevant experience
- Good IT literacy skills and ability to use MS Office software such as Outlook, Word and Excel.
- Proven ability to gather, analyse, interpret and report information
- Proven experience of working to tight deadlines in a pressured environment
- Excellent communications skills both written and orally, including on sensitive matters to senior leaders
- Experience of providing excellent customer service delivery
- Experience in a public engagement role
- Knowledge/experience of local policing and community safety
- Knowledge/experience of the police complaints and conduct regulations.

Essential
Essential
Essential
Essential
Essential
Essential
Desirable
Desirable
Desirable

Other (Physical, mobility, local conditions)

- Ability to travel across West Yorkshire and nationally to attend events as needed
- Be available outside normal hours to provide advice and support to the Mayor and CA
- Able to work flexibly to support the work of the Policing and Crime team

Essential

Essential
Essential

Expertise in Role - After initial development - Level 2

- Thorough understanding of the functions, responsibilities and policies of the Policing and Crime team, Mayor and the context in which they operate
- Has a clear appreciation of the corporate governance arrangements that apply to policing and the role of the Mayor in these arrangements
- Has established links and credibility with officers and staff within the CA, members of the public, their representatives and partners
- Able to judge the impact of decisions on the reputation of the Mayor
- Able to support colleagues in a range of activities to ensure the delivery of the Police and Crime Plan

Structure

CASEWORK AND REVIEWS
MANAGER

CASEWORK OFFICER

PART B – COMPETENCIES & VALUES

Competency and Values Framework –

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 2- Supervisor/Middle Manager

PART C - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter access to Police Buildings where based
Vetting Level	NPPV L2 (Full)
Date accepted as a role profile	6 th August 2020