

## **Voice for Victims and Witnesses**

### **Job Description**

**JOB TITLE: Witness Care Unit Leader.**

**SCALE 6: £24,816 - £26,534.**

**SUPERVISION AND CONTROL: Responsible for management of WCU team.**

#### **Purpose of the role:**

- a) The Unit Supervisor will be responsible for ensuring that the WCU is compliant with the requirements of both Victims Code of Practice and The Witness Charter.
- b) The Unit Supervisor will be responsible for ensuring that the WCU complies with the delivery of the minimum requirements of No Witness No Justice.
- c) The Unit Supervisor will provide the day-to-day line management of the witness care officers. This may involve the supervision of a multi-agency team incorporating CPS staff. (Though HR issues will be managed by CPS).
- d) The Unit supervisor will report directly to The Senior Service Delivery Manager.

#### **Specific Role Responsibilities:**

- a) To organise allocate and distribute workload within the unit and deliver an efficient and effective witness care function.
- b) To participate in the Voice PDR process and take responsibility for identifying your own professional and career development needs.
- c) To undertake regular appraisals of your staff in accordance with the Voice PDR process and take responsibility for helping to address their professional and career development needs.
- d) To organise the provision of staffing, in conjunction with the Witness Care Manager to ensure suitable levels of cover are maintained at all times.
- e) Be responsible for and contribute to ensuring Trials at both Magistrates and Crown Court are effective in terms of witness attendance via overseeing the processes and procedures invoked by the Witness Care Officers, including the management of particularly sensitive victim and witness issues.
- f) Identify problems and issues facing the delivery of the minimum requirements and implement plans to address these problems.

- g) Develop, maintain and analyse performance information to ensure compliance with the Victims' Code of Practice, Witness Charter and the minimum requirements of No Witness, No Justice.
- h) To monitor and manage staff sickness absence and annual leave ensuring compliance with Voice policy.
- i) To ensure staff are aware of Voice policies in relation to equality and diversity and to proactively manage any instances of non-compliance.
- j) To take responsibility for health, safety, welfare and personal development of all staff within the department.
- k) To carry out any other duties commensurate with the purpose and grading of the post that may be required.

**Knowledge Skills and Delivery (Additional):**

- Experience of working within the Criminal Justice system and the ability to demonstrate a clear understanding of Criminal Justice processes and procedures and the contribution made by Criminal Justice partner agencies.
- Must have experience of leading a team, encompassing successful development of staff.
- Should have effective communication and presentation skills.
- Able to use IT and software packages where appropriate.
- Demonstrable experience of managing and developing a team with clear evidence of outputs.
- Evidence of successfully planning and organising work with short and long term timeframes

**Hours of Work and flexibility:**

Normal hours of work are 37 hrs a week at times agreed by management. Core operating hours of the WCU are 08:00 – 18.00. Duties may vary according to local operational needs.

**NOTE:**

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working 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 such other duties as may be determined from time to time to be within the general scope of the post.

The annual leave entitlement is 23 days pro rata with an additional 5 days after 5 years of continuous service.