



## Specific Role Profile

**WIDE**banding

This Specific Role Profile sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge skills & delivery and working arrangements relevant to this role. Please ensure that this is read in conjunction with the given job family role profile for the post.

| ROLE SPECIFIC INFORMATION             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Job title:</b>                     | <b>Business Support Assistant</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Generic Role Profile:</b>          | <b>Business Support Family</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Salary Band:</b>                   | <b>Grade 3</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Purpose of the Role:</b>           | <p>The Traffic Investigation Unit is part of the Criminal Justice Services department and is responsible for:</p> <p style="text-align: center;"><b>Road Traffic Collision Administration and Investigation<br/>Disclosure &amp; Postal Requisitions</b></p> <p>The Traffic Investigation Unit is based at West Midlands Police Headquarters, Lloyd House, Birmingham and the staff are responsible for maintaining high quality levels of services to members of the public and stakeholders.</p> <p>The Traffic Investigation Unit is part of the Criminal Justice Services department and is responsible for Road Traffic Collision administration and Investigation. The role is to support the RTC team, who are responsible for the Investigation and Case Management of all damage only, slight injury, serious injury road traffic collisions, Allegations of Driving Standards and Police Accidents. In conjunction with, the responsibility of inputting postal requisitions and the disclosure of third-party material such as, police reports.</p>                                                                                                                                                                                                                                                                           |
| <b>Specific Role Responsibilities</b> | <ul style="list-style-type: none"> <li>a) Provision of administrative support to the unit; enabling the efficient and effective operation of the section, including contact with the public and other third parties by telephone and e-mail.</li> <li>b) Administration and management of the collisions reported by way of the Self Reporting Form (SRF) / National Collision Reporting Form (NCRF) / CRASH App, and associated tasks, using the National Collision Recording and Sharing system (CRASH).</li> <li>c) Administration of education courses / fixed penalties or postal charge were identified as a suitable outcome.</li> <li>d) Liaison with local CMU in relation to Court process and ongoing cases.</li> <li>e) Management of archiving and filing in line with MOPI/Information services guidelines</li> <li>f) Receipt, review and action of solicitors and insurance companies' letters including the preparation of extracts/reports whilst, adhering to GDPR.</li> <li>g) Provision of information, advice and guidance to internal and external customers including members of the public. This will be done via telephone, e-mail and in writing.</li> <li>h) To monitor relevant team email accounts.</li> <li>i) Inputting of Postal Requisitions for the Single Justice Procedure or Police Led</li> </ul> |



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|                                                        | <p>Prosecution Court.</p> <ul style="list-style-type: none"> <li>j) Liaison with internal and external partners such as insurance companies, solicitors, Magistrates Court, Education Providers and the general public.</li> <li>k) Update IP / Witnesses / Offenders with progress of cases in accordance with contact counts and the victims code of conduct.</li> <li>l) Attendance at court to provide evidence in relation to the administration process.</li> <li>m) Create and despatch relevant correspondence as required.</li> <li>n) Be flexible and adaptable with regard to the needs of the unit.</li> <li>o) Attend and actively contribute to meetings when necessary, with the focus on improving performance through metrics so that, management can make informed strategic decisions.</li> <li>p) To carry out any other duties commensurate with the purpose and grading of the post that may be required.</li> </ul>                                                                                                                                                    |
| <b>Knowledge Skills and Delivery:<br/>(Additional)</b> | <p><b>Essential Skills:</b></p> <ul style="list-style-type: none"> <li>A. Experience of entering/inputting data onto relevant information systems displaying attention to detail and ensuring that records and other entries are recorded in a timely and accurate manner.</li> <li>B. Have excellent communication skills demonstrating the ability to communicate clearly and concisely with a diverse range of people whilst ensuring that written communication is presented in a clear, logical and focused manner.</li> <li>C. Administrative experience and the ability to multi-task in order to deliver a quality service to customers.</li> <li>D. Ability to work as part of a successful team with an ability to communicate effectively and professionally with a wide range of individuals.</li> </ul> <p><b>Desirable Skills:</b></p> <ul style="list-style-type: none"> <li>A. Have previous knowledge or experience of working within the Criminal Justice Unit</li> <li>B. Have previous knowledge or experience of working within the road traffic environment.</li> </ul> |
| <b>ROLE SPECIFIC INFORMATION (CONTINUED)</b>           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Knowledge Skills and Delivery:<br/>(Additional)</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Hours of Work and flexibility:</b>                  | <p>The hours of work are 36.5hrs a week at times agreed by management Monday to Friday. The post is based at Lloyd House, Birmingham. This is not a remote working opportunity.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |



This role is part of the Business Support family and has been designated as a Grade 3. Roles in this family are characterised by the provision of a range of services in support of the whole of West Midlands Police. The work may involve administrative support, specialist advice, project management and the development and implementation of systems or policy, in order to support the management of the force in achieving strategic goals.

