**JOB DESCRIPTION**

**Job title: Safer Custody Officer**

**Grade:** 6

**Directly responsible to:** Head of Business Services

**Directly responsible for:** NA

**Location:** West Midlands Police and Crime Commissioner’s Office, Lloyd House, Birmingham, B4 6AT

There will be occasional requirements to attend training, meetings and custody visits at other locations.

**Job Purpose:**

To maintain, manage and deliver an effective ICV Scheme that ensures the welfare of detainees and supports the statutory oversight and scrutiny function of the PCC

To understand and contribute towards the oversight, scrutiny and policy development work undertaken by the OPCC, related to police custody.

To ensure the PCC is made aware of any legislative, developments on matters relating to police custody that could have an impact on the delivery of the Scheme. To provide advice and briefing documents relating to police custody to enable the PCC to hold the Chief Constable to account.

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| **Main duties and responsibilities:** |
| 1. Manage the Independent Custody Visiting Scheme developing policies and procedures as necessary and overseeing all aspects of the Scheme, receiving professional oversight from the Head of Business Services. 2. Work closely with colleagues from Policy team and contribute to effective oversight and policy development in relation to police custody to support the work of the Custody Scrutiny Panel. 3. Manage other voluntary schemes and external people working with the Police and Crime including the Appropriate Adult Scheme and other volunteer arrangements. 4. Review the Independent Custody Visiting Handbook on a regular basis, amend where appropriate and reissue to relevant parties. 5. Develop relationships with custody visitors to ensure the smooth running of the Scheme and to maintain their motivation and commitment to the role. 6. Develop policy and protocols in relation to issues that are raised through the custody visiting process 7. Develop a custody scrutiny panel scheme for the West Midlands that allows scrutiny and oversight of the process 8. Develop an action plan that responds to the needs of those in custody and ensures that the diversionary projects are being utilised by WMP (such as New Chance, the OPCC arrest referral project, DIVERT etc) 9. Undertake all recruitment to ICV roles at appropriate times following agreed procedures. 10. Review the custody visiting training strategy on an annual basis and revise where appropriate. 11. Attend regular meetings of Custody Visitor Panels and Appropriate Adults, many of which take place out of office hours (time off in lieu applies). 12. Plan and deliver induction and refresher training for new custody visitors. Plan advanced and bespoke training as and when necessary, undertaking evaluation of all training delivered. 13. Liaise with West Midlands Police on matters as they affect the custody suites and the service provided to detainees and to resolve the issues raised by Independent Custody Visitors. 14. Efficient maintenance of all records in connection with the Scheme providing management reports as and when required. 15. Liaise with regional colleagues for the sharing of best practice, planning of future events and identifying opportunities for collaboration. 16. Liaise with the Independent Custody Visiting Association (ICVA) as appropriate for advice, guidance and national and local developments. Also provide statistics and other information to ICVA when required. 17. Attend the annual Scheme Administrators conference and National Conference as convened by ICVA. 18. Prepare briefing notes and management information for the Head of Business Services and other senior staff at appropriate times. 19. In conjunction with the Head of Communications ensure that the Independent Custody Visiting page on the PCCs website is updated on a regular basis and undertake all publicity, including the use of social media, to promote the work of the Scheme. 20. Draft the end of year report on the Scheme. 21. Prepare and present reports for the Strategic Policing and Crime Board to inform and update the Commissioner and Chief Constable on the workings of the Scheme. 22. Be responsible for the out of hours phone for the Scheme, and ensure a rota is in place for other colleagues to assist with providing cover. 23. Provide a full support service to ensure effective management of the Appropriate Adult scheme. |
| **Other responsibilities:** |
| * Undertake other such duties commensurate with the post as may be required for the safe and effective performance of the role. * Provide cover and support to the Office team as may be required by the Chief Executive. |

Person Specification

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| **FACTORS** | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| Qualifications | * Degree or equivalent or experiential learning (e.g. evidence of high levels of quality written work, and strong analytical ability) |  | Application form |
| Experience | * Working knowledge of volunteer schemes * Knowledge of the custody function/principles within police service * Experience of managing staff and/or volunteers * Experience in proactively supporting and motivating others. * Experience of leading meetings and delivering presentations to large groups | * Analysing, interpreting, presenting and utilising organisational insight * Collect and analyse insight to inform decision making and continual improvement | Application form  Interview |
| Knowledge and skills | * Competent in the use of IT packages including Microsoft packages or equivalent, including good word processing skills * Good verbal and written communication skills, including the ability to negotiate and influence activity. * Ability to work within a team environment * Proven ability to work systematically and unsupervised on own initiative to tight deadlines and prioritise a demanding workload * Ability to research and analyse large volumes of information and prioritise as appropriate * The ability to deal with all confidential matters with absolute discretion and integrity | * Knowledge of relevant legislation in particular the Police Reform and Social Responsibility Act 2011 * Understand structures and functions of Police and Crime Commissioners and the tripartite structure of policing in the UK * Knowledge and understanding of the Equality Act 2010 | Application form  Interview |
| Personal Qualities | * Proactive ‘self-starter’ * Ability to seek out innovation and creative solutions * Ability to work on own initiative * Promote diversity and racial equality * Commitment to continuous professional development |  | Interview |