



JOB PROFILE

POST TITLE:	Supervisor – Investigations Management Unit/Digital Desk
GRADE:	E
DIRECTORATE:	Protective Services – Public Contact
RESPONSIBLE TO:	Manager – IMU/Digital Desk
RESPONSIBLE FOR:	IMU Operators Digital Desk Staff and PC's
LOCATION:	Stuart Ross House, Warwick
JOB PURPOSE:	To supervise the performance of the IMU and Digital Desk and ensure that a high quality service is delivered to members of the public, police officers and partner agencies

MAIN RESPONSIBILITIES:
1. To manage the investigation of criminal offences by the IMU/DD team and ensure that National Standard of Incident Recording (NSIR), National Crime Recording Standards (NCRS) and Home Office Counting Rules for Crime (HOCR) are met and that qualitative measures are achieved and maintained through robust QA and audit processes.
2. Engage with both internal and external stakeholders to ensure compliance with national standards.
3. To oversee effective management of contact from members of the public (including quality of calls, creating incidents, crime records and other criminal investigations) through various channels of communications to determine the most appropriate level of response.
4. To ensure support for victims and witnesses, in line with the Code of Practice for Victims and the Witness Charter.
5. To act as an initial point of contact for internal and external complaints.
6. Carry out mentoring and development of both new and existing team members.
7. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

Special Conditions:	Shift working including weekends and late shifts Unsocial hours Exposure to disturbing/unpleasant images or tasks
Security level:	RV

PERSON SPECIFICATION

Knowledge:

- 5 A-C grade GCSE's (or equivalent) including English Language.
- Level 3 Supervisory qualification, or equivalent experience.
- Knowledge of National Standard of Incident Recording/National Crime Recording Standard/Home Office Counting Rules.

Experience:

- Experience of criminal investigation processes.
- Substantial supervisory experience within a high pressure customer service environment.
- Significant experience in supervising and motivating teams to achieve targets and meet standards.
- Proven ability to mentor, tutor and coach staff.

Key Skills:

- Proven ability to work to strict deadlines managing a high and diverse workload.
- Excellent oral and written communication skills.
- Competent in the use of IT including Microsoft packages or equivalent.

BEHAVIOURS: SUPERVISOR/MANAGER

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- **Resolute, compassionate and committed**
- **Inclusive, enabling and visionary leadership**
- **Intelligent, creative and informed policing**

Under each competency are three levels that show what behaviours will look like in practice.

This role requires the post holder to be operating at or working towards Level **2** of the CVF:

Author:	Ch Insp 472 Pittam - Empower
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