



Kent Police

Job title: Custody Officer PS
Grade: Sergeant
Role code: PCI005
Status: Police
Home Office code: Operational
Limited Duties Category: O

Main purpose of the role:

Determine the appropriate course of action for each detained person and ensure a secure and safe environment whilst allowing an expeditious investigation in accordance with PACE, Codes of Practice, consistent with the principals of the KPM, CPS guidelines, Home Office Policy, Force Policy and any other relevant legislation.

Main responsibilities:

- Maintain high standards of security, safety and efficiency for anyone within the custody suite by implementing all relevant legislation and guidelines to provide an environment which enables expeditious enquiries into the facts of individual cases.
- Determine whether detention should be authorised for arrested persons and decide whether to charge, caution and/or release with or without bail detained persons; including appropriate liaison with external agencies and investigating officers, by implementing all relevant guidelines or legislation ensuring the expeditious and effective processing of detained persons.
- Maintain appropriate entries on IT systems and produce routine and adhoc reports either by delegation to staff or personally to ensure that all necessary returns are made to internal and external departments and to ensure security, safety and the effective running of the custody function.
- Identify problems and issues effecting the custody function and implement and review them either through personal intervention or by report to the management team to maintain satisfactory standards of performance. This includes implementing and reviewing policies and instructions originating from the management team.
- Provide direction and supervision for police gaolers and Detention Officers, identifying development and welfare needs to ensure the effective performance of their duties.
- Ensure that the custody staff keep the custody suite clean and tidy in order to comply with health and safety legislation.
- October 2011

Vetting level:

Recruitment Vetting (RV)

Behaviours:

Analyse Critically (Level 2)

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and the best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in doing so. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

Collaborative (Level 2)

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

Deliver, Support and Inspire (Level 2)

I give clear direction and expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these, enabling others to perform. I lead the public and / or colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and the right impact within my areas. I keep track of changes in the external environment, anticipating both the short and long term potential implications for the Police Service. I motivate and inspire others to achieve their best.

Emotionally Aware (Level 2)

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensuring the emotional well being of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

Innovative and Open-minded (Level 2)

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.

Take Ownership (Level 2)

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

Values:

Impartiality (Accredited)

I take into account individual needs and requirements in all of my actions. I understand that treating everyone fairly does not mean everyone is treated the same. I always give people an equal opportunity to express their views. I communicate with everyone, making sure the most relevant message is provided to all. I value everyone's views and opinions by actively listening to understand their perspective. I make fair and objective decisions using the best available evidence. I enable everyone to have equal access to services and information, where appropriate.

Integrity (Accredited)

I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. I demonstrate courage in doing the right thing, even in challenging situations. I enhance the reputation of my organisation and the wider police service through my actions and behaviours. I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. I am open and responsive to challenge about my actions and words. I declare any conflicts of interest at the earliest opportunity. I am respectful of the authority and influence my position gives me. I use resources effectively and efficiently and not for personal benefit.

Public Service (Accredited)

I act in the interest of the public, first and foremost. I am motivated by serving the public, ensuring that I provide the best service possible at all times. I seek to understand the needs of others to act in their best interests. I adapt to address the needs and concerns of different communities. I tailor my communication to be appropriate and respectful to my audience. I take into consideration how others want to be treated when interacting with them. I treat people respectfully regardless of the circumstances. I share credit with everyone involved in delivering services.

Transparency (Accredited)

I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. I am clear and comprehensive when communicating with others. I am open and honest about my areas for development and I strive to improve. I give an accurate representation of my actions and records. I recognise the value of feedback and act on it. I give constructive and accurate feedback. I represent the opinions of others accurately and consistently. I am consistent and truthful in my communications. I maintain confidentiality appropriately.

Technical skills:

Crime Investigation (Level 4)

Able to recognise potential conflicts of interest between solicitors and suspects. Effectively plans and prepares work in order to progress investigations. Analyses results obtained from interviews etc., in order to identify further offences, offenders and lines of enquiry. Has a comprehensive understanding of identification policies, procedures and their applications. Submits high quality reports and case files within time limits. Has an appreciation of the operating practices of the intelligence unit.

ECYPM (Level 3)

Understands what is meant by safeguarding and the different ways in which children and young people can be harmed. Recognises when a child or young person may not be achieving their developmental potential and may require a service intervention. Identify appropriate sources of help. Aware of national guidance and local procedures, and own role and responsibilities within these for safeguarding and promoting children and young people's welfare.

Forensic - Crime Scene Management (Level 3)

Has a working knowledge of the preservation of evidence and practical experience in identifying scene parameters and securing crime scenes. Aware of the method of establishing and clearing a common approach path. Possesses a basic knowledge of the concepts of forensic evidence and the technical aids available within Force. Understands issues relating to scene contamination and can take practical steps to avoid it.

Health & Safety (Level 4)

Has received Supervisor training and takes responsibility for the safety of directly subordinate staff and visitors. Understands the procedures in place for the safe storage of hazardous substances, fire precautions and evacuation. Resolves hazards or problems identified within roles or work environments. Undertakes skills passport assessments for new and existing staff. Re-assesses passport as and when new equipment /technology is introduced. Completes annual reviews of skills passports, training needs analysis.

Incident / Scene Management & Contl (Level 4)

Maintains an overview of the incident. Sets up appropriate and effective cordons. Following assessment of the situation gives estimates for additional personnel requirements and specialist teams. Uses knowledge and assessment of staff capabilities to effectively deploy attending personnel and maintains awareness of the location of all deployed resources. Aware of the need to balance the gathering of evidence with the need to resolve the incident. Aware of Area contingency plans and able to initiate further action.

Information Management & Technology (Level 4)

Can conduct basic computer searches and can correctly interpret data generated. Can create and amend records, according to role requirement. Knows established rules and protocols. Understands impact of data quality, and is self-monitoring on data quality issues.

Intelligence Gathering & Analysis (Level 3)

Able to gain intelligence from various sources and is aware of how to give that information to the relevant department and in what format it is required. Able to liaise with intelligence personnel if necessary to gain advice as to the gathering and analysis of information.

Interviewing - General (Level 4)

Has received some training in reliable interviewing techniques and is able to apply these techniques fairly, consistently and to good effect. Identifies the key issues for examination and tests these using open and probing questions. Identifies weaknesses and inconsistencies in the account and seeks clarification. Keeps good written records of the interview for future

Knowledge of Legislation and Policy (Level 5)

Has a thorough understanding of the responsibilities of the police and all other participants in the legal process. Has overall responsibility for advising other officers on the application of all legislation, policy and procedure relevant to the current role. Confident in the application of the complaints procedure and policy, able to initiate an investigation, where this is warranted, and secure relevant evidence.

Mgmt of Police Information (MOPI) (Level 5)

Has sufficient understanding of the NPCC records management policies be able to offer appropriate guidance and support to staff. Is able to identify the appropriate MOPI group for any record with a policing purpose and ensure that all policing records within the team are retained, reviewed or destroyed in line with the MOPI codes of practice. Quality assures staff to ensure a full understanding and compliance with the APP for Information Management (incorporating MOPI guidance), highlighting failings and taking appropriate action as required. Ensures training and / or refresher training is provided and completed. Ensures that systems are correctly linked together to ensure effective management and recording of information across systems. Appropriately reviews digital information held on system(s) and physical records in storage to ensure that they are retained only where there is a policing purpose. Complies with relevant policies and procedures in respect of prioritisation, sanitisation, dissemination, sharing, relevancy, accuracy, adequacy and timeliness.

Public Order (Level 3)

Confident and experienced in the application of restraint and self defence techniques to lawfully detain persons, with or without personal protective equipment. Able to identify a threat and overcome it by force if necessary. Demonstrates the ability to use training received to adhoc level PSU and able to understand and react to basic commands. Able to use the appropriate response to public order situations. Familiar with the standard phrases of command and is, therefore, able to co-ordinate teamwork and/or operate alongside others.

Risk Management (Level 5)

Able to anticipate, accurately define and establish the relative level of risk likely to affect their specialist function, in terms of likelihood and impact, together with how the challenges facing the wider organisation might affect their role within the force. Assesses the risks of national initiatives providing feedback at the relevant level. Has an understanding of pathways to alert all appropriate senior managers to flawed or ineffective control strategies and provide continuity/recovery options. Has an appreciation that seizing opportunities also generates risks.

Search (Level 3)

Has a basic level of search awareness and/or exhibits the skills gained on a search awareness course. Understands the principals of stop and search and their application. Able to deal with associated paperwork, handling of exhibits and gathering of evidence. Has a good working knowledge of PACE powers and warrants and application of the same.

Staff Safety (Level 4)

Has been trained in the skills and demonstrates the ability to apply elements of the staff safety programme. These are: Communication Skills, Handcuffing Skills, Unarmed Skills, Incapacitant Skills, Baton Skills and Edged Weapons Awareness. Currently authorised to use these techniques, having received initial or refresher training within the last 12 months. Able to apply these . techniques in practical situations minimising the risk of injury to themselves and ensuring their own safety and the safety of colleagues and members of the public.

Vulnerable Victims (Level 4)

Has a sound understanding of the legal and procedural issues surrounding all vulnerable victims and is able to advise others. Familiar with procedure with regard to children taken into police protection. Has knowledge of

the work of officers of the Social Services, NSPCC and other voluntary agencies in providing on-going support and care for all victims. Demonstrates the ability to successfully gain evidence and bring a case to Court.

National Occupational Standards:

AA1 (Level Accredited)

Promote equality and value diversity.

Job family:

PPP codes: