

GWENT POLICE - ROLE PROFILE

Role : Custody Detention Officer

Service Area : Criminal Justice Department

Responsible to : Custody Sergeant

Role Purpose : To carry out a wide range of duties to contribute to the effective and efficient detention and handling of detainees.

Grade : Scale 5

Role reviewed: June 2014

Main Activities:

1. Assist the custody officer in all general administrative duties, including the use of computer systems in order to ensure effective detention of detainees and undertake accurate and timely recording of all actions undertaken in accordance with policy.
2. Perform custody duties including restraint techniques in accordance with custody detention officer safety training and the requirements of the Police and Criminal Evidence Act, Authorised Professional Practice and Gwent Police Custody Policies.
3. Obtain biometric/evidential samples as authorised by law or local policy and assist with identification procedures as directed by local policy.
4. Ensure risks are properly identified, reported and recorded in relation to the detained person or the general custody environment.
5. Undertake duties to ensure the health and safety of detained persons, colleagues and visitors to the custody unit.
6. Responsible for the primary welfare needs of detained persons and reporting of any concerns to the custody officer.
7. Assist arresting and investigating officers by alerting them to any relevant comments made by the detainee and any other intelligence or information which may be of value to the investigation or detention.
8. Ensure that all individuals are treated with dignity and respect and take into account the needs of diverse communities
9. Maintain all appropriate force systems in relation to custody related functions.
10. To deliver a customer-focussed service.

11. To promote and adhere to Gwent Police's Equal Opportunities Policy to support the development of a diverse workforce.
12. To take reasonable care of own and others' safety; to co-operate with managers / supervisors in complying with statutory health and safety duties; to report incidents, accidents, faults etc.

Special Circumstances:

1. Gwent Police is a non-smoking organisation
2. All potential staff to Gwent Police must display the qualities to be able to work in an organisation with minority groups and provide a service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to workplace bullying or sexist or racist behaviour.
3. Must be able to work in a 24hour 365 day a year service area on a rotating shift pattern
4. Job holders are required to work at any force authorised custody unit or facility directed for custody use on a temporary basis and must have the ability to do so
5. As this role requires an ability to exercise restraint techniques, job holders are required to pass the force custody detention officers safety training course.

Note: This job description is provided to give a broad outline of the job activities of this post. Gwent Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. As an employee of Gwent Police you may be required to serve in any position as appropriate to your grade or at any establishment within Gwent Police boundaries in order to ensure the efficient and effective operation of the organisation.

| Job Specific Criteria Areas | Maximum Word Count | Method of assessment, For example, application form, test, presentation or certificate |
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| 1. Attainments | 300 | Application form |
| <p>Must have the ability to travel to any force authorised custody unit or facility directed for custody use prior to commencement of shift</p> <p>Minimum of five grade A-C GCSE's or the equivalent minimum standards or possess relevant experience.</p> <p>Must have certificate in first aid and/or the ability to pass force first aid course within probationary period</p> | | |
| 2. Experience | 300 | Application form/Interview |
| <p>Must have experience of dealing with distressing or unpleasant behaviour or situations while maintaining professionalism</p> <p>Must have experience of dealing with violent or abusive people</p> <p>Must have experience of working with IT systems/databases and Microsoft Office packages</p> | | |
| 3. Knowledge | 300 | Application form/Interview |
| <p>Must have an understanding of the Criminal Justice System</p> <p>Must have an awareness of diverse communities and cultures</p> | | |

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| 4. Serving the Public | | Interview |
| <p>Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests.</p> <p>Understands the expectations, changing needs and concerns of different communities, and strives to address them.</p> <p>Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police.</p> <p>Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them.</p> <p>Works in partnership with other agencies to deliver the best possible overall service to the public.</p> | | |
| 5. Openness to Change | | Interview |
| <p>Positive about change, adapting rapidly to different ways of working and putting effort into making them work.</p> <p>Flexible and open to alternative approaches to solving problems.</p> <p>Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement.</p> <p>Takes an innovative and creative approach to solving problems.</p> | | |
| 6. Service Delivery | | Interview |
| <p>Understands the organisation's objectives and priorities, and how own work fits into these.</p> <p>Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes.</p> <p>Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well.</p> <p>Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.</p> | | |

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| <p>7. Professionalism</p> | <p>400</p> | <p>Application Form/Interview</p> |
| <p>Acts with integrity, in line with the values and ethical standards of the Police Service.</p> <p>Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations.</p> <p>Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required.</p> <p>Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour.</p> <p>Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge.</p> <p>Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.</p> | | |
| <p>8. Decision Making</p> | <p>400</p> | <p>Application Form/Interview</p> |
| <p>Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations.</p> <p>Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances.</p> <p>Balances risks, costs and benefits, thinking about the wider impact of decisions.</p> <p>Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.</p> | | |

| 9. Working with Others | 400 | Application Form/Interview |
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| <p>Works co-operatively with others to get things done, willingly giving help and support to colleagues.</p> <p>Is approachable, developing positive working relationships.</p> <p>Explains things well, focusing on the key points and talking to people using language they understand.</p> <p>Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively.</p> <p>Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations.</p> <p>Is courteous, polite and considerate, showing empathy and compassion.</p> <p>Deals with people as individuals and addresses their specific needs and concerns.</p> <p>Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.</p> | | |

Signed : _____(Applicant – upon offer of appointment)

Dated: _____