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| **Police Staff** **Court Liaison Unit Support Services Administrator** **Custody & Criminal Justice** **Role Definition:UU014 / 18221** |

**ROLE DEFINITION**

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| Dept / Area Command: | Custody & Criminal Justice | http://domcms/icons/ecblank.gif | Section: | Prosecution Support |
| Post Title: | Court Liaison Unit Support Services Administrator | http://domcms/icons/ecblank.gif | Post Reference: | UU014 / 18221 |
| Post Grade: | Grade B | http://domcms/icons/ecblank.gif | Location: | Forth Banks |
| Car User Status: |  | http://domcms/icons/ecblank.gif | Telephone Allowance: |  |
| Shift Allowance: |  | http://domcms/icons/ecblank.gif | Standby Allowance: |  |
| Weekend Enhancement: |  | http://domcms/icons/ecblank.gif | Contractual Overtime: |  |
| Line Manager: | Prosecution Support Unit Administrator (Victim and Witnesses) | | | |
| Staff Responsibilities: | Not Applicable | | | |
| Purpose: | Liaise with Victims First Northumbria, OIC and other parties to support a coordinated victim led service for victims and witnesses of crime | | | |

**Key Responsibilities:-**

1. **Contact victims and witnesses to inform them of court hearing outcomes and agree future contact as required.**
2. **Agree support plans in order to maintain victim and witness engagement and maximise attendance at court**
3. **Ensure all priority court results are processed and that all relevant parties are aware of the result to provide information to victim and witness.**
4. **Maintain effective communication with witnesses utilising preferred means of contact throughout the life of a case improving witness’s confidence and satisfaction from the Criminal Justice System.**
5. **Liaise with Lawyers, Police Officers, Witness Services and all other interested parties regarding witness issues and difficulties to ensure effective case progression.**
6. **Ensure appropriate personnel are made aware at the earliest opportunity of any potential witness problems that occur and are not resolved.**
7. **Provide all relevant information to the Criminal Injuries Compensation Authority as requested and in line with agreed timescales**
8. **Ensure that section records and statistics are maintained utilising computer systems to log information that can be retrieved when required in support the objectives of the section.**

**The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.**