Metropolitan Police Service (MPS)

Police Staff
Information Pack
Witness Care Officer
Origins

Founded by Sir Robert Peel in 1829, the Metropolitan Police Service (MPS) is one of the oldest police services in the world. The original Metropolitan Police District (MPD) covered a seven mile radius from Charing Cross containing a population of less than two million. This was policed by 1,000 officers.

Today, the MPS is made up of 50,000 officers and staff, which includes over 5,000 volunteer police officers from the Metropolitan Special Constabulary (MSC) and its Employer Supported Policing (ESP) programme.

The current MPD includes the whole of the Greater London Area, covering 620 square miles and over 8.3 million people. Since April 2000, the boundaries of the MPD have mirrored the 32 London boroughs as shown below.
ABOUT THE METROPOLITAN POLICE SERVICE

Organisation

From the beginning, the purpose of the MPS has been to serve and protect the people of London by providing a professional police service; this remains our purpose. The Commissioner of Police for the Metropolis is appointed by the Queen, in consultation with the Home Secretary. The Mayor’s Office for Policing and Crime (MOPAC) supervises the police service and publishes an annual policing plan, including performance targets. It reports back to the Mayor, the London Assembly and the community.

We have an annual net budget of £3.6 billion – more than 25% of the total police budget for England and Wales. We are one of the largest employers in London and the South East of England.
The Commissioner has outlined his vision of Total Policing with a total war on crime, total care for victims and total professionalism from our staff at its core. We are committed to delivering excellent policing from tackling anti-social behaviour and other crime in neighbourhoods, through to dealing with terrorists and the most serious criminals often ‘behind the scenes’. We rely on the work of warranted officers, police community support officers (PCSOs), special constables and police staff to tackle the range of policing challenges facing London.

**MPS Values, Mission and Priorities**

Our success depends on us all working towards the same goals. Our strategy, led by the Police Commissioner, Sir Bernard Hogan-Howe, is called Total Policing. It consists of a set of priorities, set out below, supported by key values. Total Policing ensures that we are on the front foot in tackling criminality in all its forms. Where new techniques or new technology can help in that war, we will maximise use of it. Total Policing also means Total Care for victims - preventing people from becoming victims in the first place where possible but, where we have victims, ensuring that the MPS gives the best possible support. And we will do that with Total Professionalism, so that the MPS continues to foster the support and trust of law-abiding Londoners, while ensuring that it is an organisation that all criminals fear. All of this will be underpinned by our values of Courage, Compassion, Integrity and Professionalism.

**Total War on Crime**

We are crime fighters. This is a vital part of policing. Tackling crime, arresting criminals and bringing them before a court is the core of what we do, doing whatever we can to arrest criminals and stop crime as long as it is legal and ethical.

**Total Professionalism**

It is important that when a victim reports a crime that we tell them how that crime is being progressed and that they have confidence in those dealing with their case. We also need to ensure we are sensitive to the victim’s needs, understanding what is unique about them and how we tailor our service to meet their needs. We must always remember that we have a duty of care to our victims.
ABOUT THE METROPOLITAN POLICE SERVICE

Our commitment to transform – ‘Met Change’

We’re determined to offer the best police service possible for Londoners. But we must change with it:

• We want all communities in London to have high levels of confidence and satisfaction
• We need to keep cutting crime as a more connected world creates new security risks and criminal threats
• We must invest in our people and modernise our technology so we can offer the public a better service. Our officers and staff deserve great tools to fight crime and support victims
• We need to be better at recognising great performance and challenging poor behaviour
• We want to be a Met that looks and feels like London by having officers and staff who can relate to the diverse communities of London.

As a result our goals are ambitious; to cut Neighbourhood crime by 20%, cutting costs by 20% and increase public confidence by 20% by 2016. To achieve this we will need a step change in the way we operate and how we are structured.

To achieve a step change in performance, cost and satisfaction the Met is undertaking a portfolio of change. Met Change is establishing the One Met Model. Four further programmes - the Commercial Strategy, Total Technology, Corporate Real Estate, and Total Professionalism - will build on the One Met Model, embedding the principles first established through Met Change.

**Total Technology** is a transformational programme of work that will provide modern IT for our workforce. Changes will enable us to use more technology out of the office, reduce re-keying of information and improve the IT systems and hardware all at a lower cost.

**Corporate Real Estate (CRE)** is reducing our estate by a third and cutting operating costs. By rationalising our estate we will be able to deliver savings but also, as importantly, free up capital to invest in new buildings and technology that are fit for purpose for the future of the Met.

**Commercial Strategy** manages both the renewal and market testing of some services. The programme will ensure the Met has effectively identified service requirements and is well positioned with the market to be an effective and intelligent client.

**Total Professionalism** focuses on our people, values and behaviours. These are central for ensuring all the changes are successful. We are adapting our systems of reward and recognition to ensure we support the right behaviours to make change successful.
BACKGROUND TO MET PROSECUTIONS

Background

Witness Care officers play a vital role within the Met Police Service, ensuring that victims and witnesses in crime cases where a suspect has been charged for Court are kept updated and offered support throughout their journey through the Criminal Justice process. This often requires them to attend Court and give evidence. Police officers are witnesses and sometimes victims too, so they are also kept updated with the progress of their cases through this process.

Witness Care units were set up on Police Borough Command Units in 2004, to provide a bespoke service to victims and witnesses of crime who are attending Court, as this can be a very daunting prospect for someone who has never been in a Courtroom before and may have to face the person who perhaps assaulted or robbed them. Witness Care Units have links to outside agencies, like Citizens Advice, Witness Service and Victim Support where victims and witnesses can be referred, to give them professional support.

In 2012/13, Witness Care Units were merged into hubs, each having responsibility for six to seven Police Borough Command Units each and one Central hub, based at West Hampstead Police Station, dealing with specialist and the more serious crimes London wide.

Witness Care Units come under Met Prosecutions – Crime. Met Prosecutions also have Traffic and Wanted Offender Management.
**JOB DESCRIPTION – WITNESS CARE**

**Job title:** Witness Care Officer

**Location:** Empress State Building, West Brompton, SW6 1TR  
Holborn Police Station, WC1N 3NR  
Fresh Wharf Patrol Base, Barking, IG11 7BG  
Sutton Police Station, Sutton, SM1 4RF  
West Hampstead Police Station, NW6 1DX (Serious Crime Unit)

**Responsible to:** Band D, Witness Care Manager

**Summary**

If you have a positive attitude, a good level of general education and are able to act on your initiative in reactive situations then this is an exciting opportunity to join the Metropolitan Police Witness Care Unit.

As a Witness Care Officer you will be dedicated to providing advice and support to victims and witnesses of crimes, guiding them through the criminal justice process ensuring they are kept up to date with the progress of their case at court. You will act as a single point of contact, assessing individual needs of victims and witnesses to ensure they have the confidence to attend court and to give their best evidence, ensuring that they are kept at the heart of the criminal justice system and offenders are effectively brought to justice.

You will be committed to customer service and have the ability to work in a pressurised environment whilst ensuring the statutory obligations set out in the Victim’s Code of Practice and Witness Charter are met. You will provide a broad range of administrative support to facilitate and coordinate victim and witness attendance at court. You will possess excellent verbal communication skills in order to deal with a wide range of victims and witnesses who can at times be vulnerable, hostile or reluctant to engage with the criminal justice process.

You will be confident navigating a range of computer systems and will process incoming queries and information from a variety of different sources such as the Crown Prosecution Service, Her Majesty’s Courts Service and the Probation Service in a professional and expedient manner. You must be effective in prioritizing your own caseload ensuring that deadlines are met and any issues are resolved.

This role is office based and the opening hours are Monday to Friday 07:30 to 18:00. This is a full time post working 36 hours a week.
**Operational Effectiveness**

**Delivers quality outcomes to meet objectives**

Works to support the delivery of relevant objectives and meet the needs of customers and managers. Undertakes a range of tasks, ensuring outcomes are delivered to a high quality standard within the required timeframe.

**Works to support effective decision-making**

Helps others by supplying them with appropriate information and support where relevant. Ensures appropriate record keeping, feeding back learning for future working.

**Organisational Influence**

**Acts with Professionalism**

Behaves appropriately, taking personal responsibility for own actions and setting a good example for other colleagues. Actively demonstrates the promotion of equality and valuing of diversity and helps others to do so. Develops from own experience and supports the development of others where relevant. Takes account of how own behaviour affects others.

Shows initiative, personal resilience and motivation to deliver a quality service. Upholds legislation, regulations and policy, acting with integrity and challenging those who do not.

**Develops effective communications and working relationships**

Builds effective relationships with customers, colleagues and stakeholders. Communicates effectively and inclusively with customers, senior managers and team members. Ensures clear, two-way communication through listening and responding appropriately, learning and sharing information. Upholds organisational reputation.

**Resource Management**

**Manages own time and relevant resources efficiently and effectively**

Prioritises work and use of resources to meet local objectives. Ensures time and resources are used in a way that best meets customer and the organisation’s needs. Uses organisation’s resources efficiently, ethically and appropriately. Shows support for efficient working.
YOUR REWARDS

By joining the Metropolitan Police Service, you will be helping to protect the lives of over seven million people. There’s nothing more rewarding than knowing that your efforts are having an impact on such a large and diverse community.

In return, you will receive a starting salary of £22,687 gross per annum and a London Location Allowance of £1,617 or £3,216 depending on location. Annual incremental spine points will achieve progression from minimum to maximum of the pay scale.

As a member of our team, you will also have access to Met Benefits - an external website, offering MPS employees (staff and officers) guaranteed savings at major high street stores and retail outlets nationwide. These benefits are obtained and co-ordinated by Human Resources. You can save money on everything from food, clothes, furniture, electrical and DIY products to hotels, restaurants, cinemas and theatre tickets.

All staff are eligible to join the Metropolitan Police Athletic Association (MPAA) and the Metropolitan Police Sports and Social Association (known as the ‘Comets’) and enjoy taking part in sporting and social events. The MPS has four well-equipped Sports clubs at Bushey, Chigwell, Hayes and Imber Court, available to all staff as well as family and friends.

For further information regarding the terms and conditions offered by the MPS and assistance in completing your application, please visit the MPS Careers website.
ELIGIBILITY CRITERIA

For further information regarding the eligibility criteria for joining the MPS, please visit the MPS Careers website or the information contained in the application.

The MPS is committed to safeguarding the welfare of children and vulnerable adults. As part of these safeguards, the MPS adopts a consistent and thorough process of safe recruitment in order to ensure that all MPS staff and volunteers are suitable. Posts that involve a high level of contact with children and vulnerable adults will additionally require a Criminal Record Bureau (CRB) check.

**Applicants with previous MPS service**

Please note that individuals with previous MPS service who left the MPS as a result of a corporate Early Departure Scheme [where compensation was awarded e.g. redundancy] are not eligible to submit an application to re-join the MPS in any police staff role for a period of 5 years from their date of leaving the organisation. Any applications received that do not comply with this will be automatically rejected.
MAKING AN APPLICATION

• Your application form will be initially sifted against MPS criteria such as convictions and residency

• Following the initial sift your application will be assessed against the role criteria

• If successful at this stage we will contact you regarding an interview date. You will receive a minimum of 7 days’ notice. If you are unsuccessful at this stage we will also write to you and advise you of this

• The interview will be a competency-based interview and questions will be posed around the criteria for the role in question, as set out in the advert and information pack

• If successful at interview we will send you an initial offer of employment which sets out what happens next

• If unsuccessful we will also advise you in writing but will be unable to offer feedback.

Please note any correspondence received from us will be via e-mail and sent to the address you provide on your application form.
WHAT TO DO NEXT

Please submit your completed application by 4pm on Friday 22nd September 2017.

For general enquiries please visit www.metpolicecareers.co.uk, which includes an ‘Answering Your questions’ section or contact 01633 632500 for further enquiries.

- The recruitment process is thorough and consequently can be quite lengthy
- Shortlisting and interviews will be based on the criteria listed
- Until an offer of appointment is confirmed in writing, you should not assume your application has been successful.