



Job TITLE: Witness Care Team Leader

Salary Scale: 6: £24,816 - £26,534

Voice Offices – Northampton Town Centre

Hours of Work: 37 per week

About the role

Voice is a new Company Limited by Guarantee to provide services to victims and witnesses in Northamptonshire. The company is created by the Police and Crime Commissioner (PCC) and is funded by the PCC and central government, to ensure that victims and/or witnesses to crimes receive the best possible support to cope, recover and thrive.

Voice provides support to victims and witnesses of all crime types whether those crimes are reported to the police or not. Where the victim does choose to report the crime to the police, Voice provides information, guidance, practical and emotional support through the criminal justice process and for as long as the individual requires.

As the Witness Care Unit Team Leader your role is key in providing supervision and day to day line management of the Witness Care Officers. The WCU Team Leader will be responsible for ensuring that the WCU is compliant with the requirements of both Victims Code of Practice and The Witness Charter and ensure that victims and witnesses are warned to attend court and supported through that process.

About you

1. You will bring previous experience of working within a statutory, voluntary, community, private social care or customer service environment dealing with members of the public, successfully managing conflict and working at pace. You will come with both an understanding and passion for supporting victims, witnesses or other vulnerable client groups. You will be able to work flexibly, including some evenings and weekends (s).

Application arrangements

Please provide a covering letter and written application setting out how you meet the person specification.

Closing date for applications Monday 25th September 2017

Interviews Tuesday 3rd October 2017.