# Hosting Proforma

Name of Host Organisation

Office of the Victims of Crime Commissioner

**1. Interchange Manager’s details**

Lesley Cowan

 Name

 Organisation

Office of the Victims of Crime Commissioner

Knockview Buildings

Stormont Estate

BELFAST

BT4 3SJ

 Address

 Telephone Number

02890 520535

lesley.cowan@justice-ni.gov.uk

 E-mail

 Type of Opportunity

Secondment – 2 years with the possibility of an extension of a further year, subject to the agreement of all relevant parties.

EOII **Complaints Officer and Office Manager** post in the newly established Office of the Victims of Crime Commissioner. This is a full time post.

**2. Details of hosting opportunity**

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| **EOII – Complaints Officer and Office Manager**This is an exciting opportunity to be involved in the setting up of a newly established Office of the Victims of Crime Commissioner and in providing high-quality, effective support to the Victims of Crime Commissioner Designate who is due to be announced by the 31 March 2021.This post will form part of a small team of 3 staff (initially) that will work closely with the new Victims of Crime Commissioner Designate, supporting them in their role of being a voice for all victims of crime, promoting best practice and helping to drive forward improved outcomes and experiences for victims of crime within the criminal justice system.The Office of the Victims of Crime Commissioner will be independent, however it is sponsored by Access to Justice Directorate which sits within the Department of Justice (DoJ).  |

**Main objectives of the opportunity**

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| The main objectives of the interchange role would include:* Act as the first point of contact for enquiries.
* Provide information, advice and guidance to victims of crime, victim representatives and stakeholders in relation to directing and monitoring complaints and responding to other enquiries.
* Facilitation of meetings including; scheduling and diary management, arranging of meetings, sharing agendas in advance, recording of notes where required and the sharing of same.
* Ensuring the appropriate storage and retention of data, using agreed naming conventions, in line with Data Protection.
* Contribute to business monitoring and planning, including monitoring and reporting statistics about contacts and enquiries to the Office and victims of crime complaints.
* Collate, analyse and prepare draft information as required to assist management and the Victims of Crime Commissioner Designate in progressing key functions. This will include providing support in the analysis of information on victims of crime complaints and the identification of emerging findings.
* Processing of purchase orders, invoices, expenses and related matters on AccountNI.
* Input into monitoring and reporting for Departmental exercises.
* Support managers in their discrete roles in supporting the role and functions of the Victims of Crime Commissioner Designate.

The above list is not exhaustive however it gives a good indication of the main duties of the post. The emphasis on particular duties will vary over time according to business needs. |

**3. Skills requirements**

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|  **The role holder must demonstrate:*** Well developed interpersonal skills, for example the ability to communicate confidently, tactfully and when necessary, assertively;
* Sound working knowledge of IT systems and software;
* Excellent written communication skills;
* Ability to solve problems;
* Ability to work flexibly on one’s own initiative without direct supervision and as part of a small team; and
* Previous experience working with finance and / or governance issues would be desirable but not essential.
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**4. Personnel: Please state below**

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| The role holder will report to and be line managed by the Policy and Research Officer (DP). |

**5. Transfer of learning**

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| **Benefit to Individual**As an EOII the individual will join a team of three staff plus the newly appointed Victims of Crime Commissioner Designate. The individual will have a key role in the establish the office structures and in supporting the Victims of Crime Commissioner Designate in this high profile, new role that will be the voice of victims of crime, raise awareness of issues impacting on victims of crime in the criminal justice system, highlight areas of good practice and drive forward improvements in the outcomes and experiences of victims of crime. The individual will have opportunities to work in a wide range of business areas including secretariat duties, establishing monitoring systems, analysis of information, drafting responses to correspondence and office management functions.In addition to working closely and collaboratively with the other staff in the Office of the Victims of Crime Commissioner, the individual will have the opportunity to develop their communication skills through the provision of advice and assistance to victims of crime, victims’ representatives, stakeholders and other staff within the Northern Ireland Civil Service, and the wider public sector. **Benefit to individual’s employer**The role will provide the individual with the opportunity to enhance existing skills and develop new skills in a fast moving and dynamic environment, and to build new relationships and contacts which will ultimately be of benefit to their employer in the future. **Benefit to the Office of the Victims of Crime Commissioner**The Office of Victims of Crime Commissioner will benefit from the different perspectives, skills, professional background, and experiences brought by an individual from another organisation. |

**6. Logistics**

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| **Start Date** **Duration** **Location** **Funding** **Selection Process** **Further information** **Closing Date** | This post is expected to start in February 2022 or sooner by agreement, subject to negotiation and security clearance. 2 years initially with the potential to extend up to 1 year, subject to the agreement of all parties. Knockview Buildings, Stormont Estate, Belfast, BT4 3SJ It will be a matter for the Victims of Crime Commissioner Designate as to whether a hybrid working approach between home working and office working is to be adopted. The salary will be NICS EOII pay band (£26,017 - £26,575). The Office of Victims of Crime Commissioner will pay the total salary and associated costs to the home department/organisation on a full cost recovery basis. The successful candidate will be appointed on their existing salary (up to the maximum scale point as shown above). If the successful candidate is currently working at a salary below the minimum of the salary scale then they will move onto the lowest scale point i.e: £26,017 per annum.A paper sift will be used to determine the most suitable applicants for the role. If necessary, an informal discussion will be held with two members of Access to Justice Directorate, to discuss the skills, knowledge and experience the applicants would bring to the post. **It is important that all candidates indicate how, and to what extent, they meet the essential experience, skills and qualities listed.**Contact: lesley.cowan@justice-ni.gov.ukApplications\* must be submitted by **Noon on 21 January 2022** to:**interchangesecretariat@finance-ni.gov.uk**\*This opportunity is not open to NICS staff |

**7. Endorsement**

 **Interchange Manager**

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| **Lesley Cowan** |

**Signed:**

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| **4 January 2022** |

**Date:**