



JOB PROFILE

(For advertising purposes)

**Form
JD2**

JOB TITLE: Witness Care
Officer

POST NUMBER:

DEPARTMENT: Public
Protection

GRADE: 8

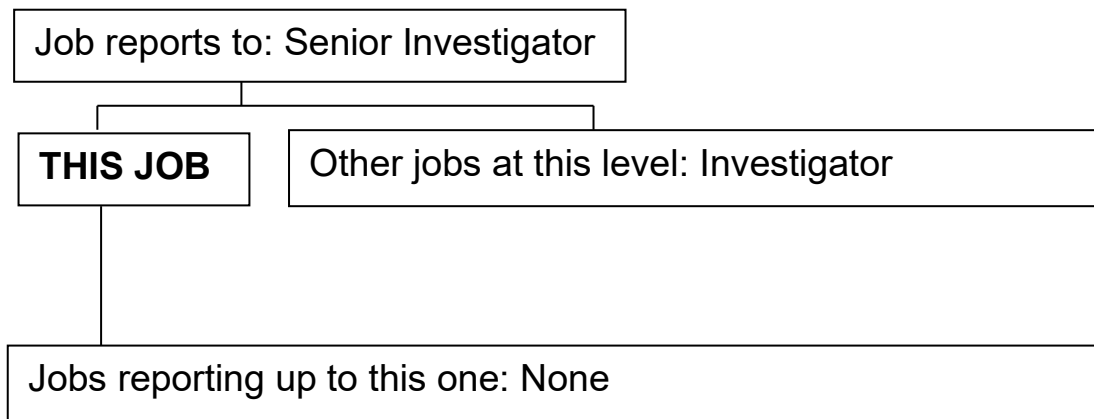
**JE REF (HR to
complete):**

0040

**PANEL DATE (HR
to complete):**

28/07/2026

Position of Job in Organisation Structure:



MAIN PURPOSE OF THE JOB:

Work with our criminal investigators to support witnesses, to guide them through the criminal justice process; acting as the primary contact for witnesses in the team's criminal investigations from the taking of witness statements to the conclusion of the court cases, including any Proceeds of Crime Act confiscation proceedings.

CORE RESPONSIBILITIES, TASKS & DUTIES:

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|----------|--|
| 1 | Develop and execute a witness strategy in each case in line with the Victims' Code, to ensure timely contact with witnesses, provision of information, and opportunities for the witnesses to engage in the criminal justice system. |
| 2 | Obtain accurate and detailed statements from witnesses for use in criminal and civil proceedings, including Section 9 and Victim |

	Impact Statements.
3	Carry out assessments for special measures with witnesses and draft special measures applications.
4	Undertake Achieving Best Evidence video recorded interviews with vulnerable witnesses.
5	Carry out risk assessments in relation to witnesses, assess measures needed to safeguard witnesses and make referrals to appropriate safeguarding agencies.
6	Assist witnesses in making compensation claims and seeking recompense for losses they have suffered as a result of the criminality.
7	Operate as the liaison between witnesses and Counsel at the trial stage of the criminal justice process to ensure that witnesses required to give live evidence, can do so.
8	Act as the team lead for witness care and train other team members on best practice.
9	Create and maintain accurate records of all work undertaken. This will include using the case management system Crimson and ensuring the continuity, security and preservation of evidence for use in criminal prosecutions and civil injunctive actions.
10	Assist Officers in charge of cases in the development of investigation strategies.
11	Develop and maintain close links with other agencies (particularly local authority trading standards services, safeguarding agencies, court and police witness care services) for the effective and efficient investigation of cases.
12	Provide support to investigations carried out by other local authority trading standards services or other NTS funded investigative teams such as other Regional Investigation Teams, including attending the execution of warrants and conducting interviews with suspects.

1. KNOWLEDGE & SKILLS			
*A = Application Form; I = Interview; P= presentation/work-related task; C = Checked via pre-employment checks at conditional offer stage. Criteria can be assessed at more than one stage i.e. Application Form and Interview			
Qualifications required	Essential	Desirable	How measured? (*A I P C)
Educated to GCSE level or equivalent with Maths and English at Grade 4/C or above	X		A I C
One A-level or Level 3 qualification e.g. apprenticeship standard Level 3, BTEC or T level	X		A I C
Formally trained to undertake Achieving Best Evidence interviews		X	A I
Knowledge required	Essential	Desirable	How measured? (*A I P C)
An understanding of the Victims' Code	X		A I
A detailed knowledge of court rules and procedures to ensure evidence is admissible		X	A I
An understanding of trading standards and consumer protection legislation		X	A I
Experience required	Essential	Desirable	How measured? (*A I P C)
Experience of customer service with the ability to develop effective working relationships	X		A I
A background in making decisions in difficult or pressurised situations	X		A I

Experience of working in the criminal justice system or in criminal investigations		X	A I
Proficiency in taking witness statements for use in criminal proceedings including via Achieving Best Evidence interviews		X	A I
List skills, abilities & competencies required	Essential	Desirable	How measured? (*A I P C)
The ability to use a range of IT systems, including case management systems to record customer contacts accurately	X		A I
An excellent ability to communicate clearly and effectively with a variety of customers and audiences both verbally and in writing	X		A I
The ability to carry out health & safety risk assessments and to implement solutions to mitigate those risks as situations change “in the field”	X		A I
Personal attributes required	Essential	Desirable	How measured? (*A I P C)
Innovative approach to problem solving	X		A I
Confident approach with the ability to remain calm and think clearly and logically in stressful situations	X		A I
Self-motivated and reliable team worker, able to work on own initiative and to work co-operatively with colleagues and partners.	X		A I
A commitment to high quality customer service	X		A I
List other job requirements			

Full driving license.
As this role is public facing, applicants will need to demonstrate, at interview, their competency to converse and provide advice and guidance to members of the public, in spoken English to CEFR level C2: Can express themselves spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it.
The post holder will be required to be vetted to level NPPV2 or equivalent to permit the handling of sensitive material.