

## Job Description

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| <b>A Post Details</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                   |
| Job Title: <b>Civil Action Officer</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Grade: A006                                                       |
| Department: Legal Services Department                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Division: A Div: <a href="#">Select Division</a>                  |
| Reports to: Solicitor (Civil Litigation)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Contract Type: Permanent:<br><a href="#">Select Contract Type</a> |
| Level of Vetting: <b>Management Vetting</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Numbers in Post: 1 Enter numbers as per submission or org chart   |
| Welsh language required <b>No</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                   |
| <b>B Purpose of the Post</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                   |
| <p>To support the Claims Lead in handling civil actions, judicial reviews, article 2 inquests including all inquests requiring legal representation arising out of negligence or wrongdoing. The post holder will be responsible for evaluating and collecting evidence, investigating the incident, corresponding with Solicitors and counsel and arranging witness statements where necessary.</p> <p>The post holder will also be responsible for dealing with Claims up to the value of £500</p>                                                                                                                                                                                                                                                                                                                                     |                                                                   |
| <b>C Dimensions of the Post</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                   |
| <b>Financial – Direct or Non-Direct</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                   |
| None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                   |
| <b>D Principle Accountabilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                   |
| <ul style="list-style-type: none"> <li>Oversee and advance claims, potential claims, judicial reviews, article 2 inquests and all inquests ensuring all inquests requiring legal representation where BTP is a properly interested party ensuring timely resolution</li> <li>Work with Professional Standards Department (PSD) to identify complaints and conduct matters that could potentially develop into claims against or by BTP and escalate to Claims Lead for review.</li> <li><b>Collaborate with members of the A Fit Teams on inquests that may require legal representation, ensuring appropriate legal support and coordination as needed.</b></li> <li>Research and collate relevant papers, documentation and information for claims, potential misconduct claims, judicial reviews and inquests as required.</li> </ul> |                                                                   |

- Partner with the Claims Handler(s) to support the defence of public liability claims involving allegations of misconduct including attending court proceedings and case conferences as needed.
- Responsible for managing **all types of low value claims up to £500, with support from the Claims Handler and Claims Lead**
- **Assist the Claims Handler in maintaining accurate record keeping of ongoing claims on the case management system**
- To monitor the force command and control system for any incidents that may result in a civil claim, paying special attention to fatalities **and adding to the morning briefing, when required.**
- To attend the two weekly Fatality Review Meetings to assess for any fatalities requiring legal advice or representation.
- Assist Claims in the investigation and any legal proceedings relating to public liability losses on behalf of the organisation.
- Participate in monthly meetings with the Claims Handler to review and reconcile ongoing claims, misconduct issues or potential claims.
- Assist **the Legal Services Practice Manager** in gathering and presenting financial information for submission to the **Finance** Department
- **Engage with BTP employees, managers, external forces, and organisations as needed, while coordinating with legal and subject matter experts for guidance. Additionally, collaborate with LXC to deliver effective lessons learned training on civil claim-related issues.**
- Work with other members of Legal Services and PSD, and relevant members of other departments to support organisational learning and identify best practice to feed into the LXC.

## E Decision Making

### Make decisions

Manage and prioritise own workload

Identify claims, potential claims and issues for escalation to the Claims Lead for review

### Significant say in decisions

Based on experience, identifies and recommends when legal counsel is required.

## F Contact with Others

### Internal

Daily interaction with Police Officers and Police Staff throughout BTP

### External

Brokers, Insurers, Claim Handlers, Solicitors, Police Authority Members, other Police Forces, and Members of the Public.

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| <b>G Essential Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Qualifications and Training:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Educated to at least A level in relevant field such as law, finance, business, or equivalent experience</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Experience:<br>Excellent interpersonal and communication skills in Welsh <b>No</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"> <li>Proven experience of working in a busy misconduct, complaints or civil action environment</li> <li>Experience of working for a police organisation with an understanding of police powers and procedures</li> </ul>                                                                                                                                                                                                                                                                                                                                |
| Skills:<br>Excellent interpersonal and communication skills in Welsh <b>No</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <ul style="list-style-type: none"> <li>IT literate, with strong Microsoft Office 365 skills</li> <li>Excellent interpersonal, written and verbal communication skills</li> <li>Excellent organisational skills</li> <li>Self motivated and flexible approach</li> <li>Excellent customer service skills</li> <li>Enthusiastic and confident, with a proactive and constructive approach</li> <li>Able to maintain confidentiality</li> <li>Ability to work as part of a team and work independently using own initiative</li> <li>Ability to liaise and interact at all levels</li> </ul> |
| Knowledge:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>Up to date knowledge and understanding of policing, criminal investigations procedures</li> <li>Understanding of judicial review legislation</li> <li>Understanding of public sector claim legislation, Coroners Act, Inquest process, case law and regulatory requirements in relation to litigation.</li> </ul>                                                                                                                                                                                                                                  |
| Desirable criteria:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <p><b>Experience:</b><br/>Ability to realistically reserve to meet BTP's claims management philosophies<br/>Managing claims for a law enforcement agency</p> <p><b>Skills:</b><br/>Ongoing and demonstrable commitment to CPD continuous professional development and personal development<br/>Claims Handling training</p> <p><b>Knowledge:</b><br/>Understanding of policing activities and environment<br/>Understanding of Policing activities<br/>Understanding of rail industry and the legislative environment which control it</p>                                                |
| <b>H Additional Information</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

Claimants and solicitors who are denied claims can be demanding and difficult to deal with so interpersonal, assertiveness, negotiating and influencing skills are key to the role which can only be undertaken by a suitably experienced professional.

BTP is a national force and there may be occasions where travel to different force areas is required.

To promote and support the achievement of BTP's Guardians of the Railway vision, goals and values and to act as a positive ambassador for BTP in all opportunities.

**For Panel to complete only:**

**Policy & Reward Approval: D Walker**

**Date:19/06/2025**

Please submit with supporting documentation (organisational charts, job descriptions) via the [Hub](#)

You will be advised of a panel date following receipt of the submission