



Role: Civilian Volume Crime Investigator
Department: Royal Gibraltar Police
Responsible to: Superintendent Crime & Protective Services

JOB PROFILE

To investigate and progress volume crime matters professionally, ethically and efficiently within the Royal Gibraltar Police, safeguarding victims, gathering evidence, managing risk and supporting the bringing of offenders to justice.

Key Accountabilities - (This section details the key responsibilities required of the role)

- Investigate allocated volume crime cases in accordance with legislation, policy, investigative standards and force procedures.
- Act as investigator for assigned cases, carrying out enquiries professionally, thoroughly and expeditiously from initial allocation through to finalisation or charge.
- Obtain and evaluate victim, witness and suspect accounts, statements and evidence in support of proportionate and effective investigations.
- Identify and pursue reasonable lines of enquiry, including CCTV, digital evidence, house-to-house, exhibits, intelligence checks and other investigative opportunities.
- Conduct interviews of victims, witnesses and suspects in accordance with policy, legal requirements and the appropriate investigative standard for the role.
- Complete risk and vulnerability assessments, identify support needs and ensure appropriate safeguarding measures are considered and implemented.
- Maintain regular contact with victims and witnesses, keeping them informed of investigation progress and ensuring compliance with victim care requirements.
- Prepare case files, evidential schedules, reports and updates to the required standard and within required timescales.
- Record, retain and manage exhibits, information and investigative actions in line with evidential continuity, disclosure and information management requirements.
- Use intelligence and force systems appropriately to support investigations, identify links between cases and contribute to offender management and prevention activity. Liaise with supervisors, specialist departments, prosecutors and partner agencies where required to support case progression and victim safeguarding.
- Attend scenes or locations when tasked, carry out initial investigative actions and obtain relevant material in support of enquiries.
- Work collaboratively with neighbourhood, response and specialist teams to reduce harm, manage repeat victimisation and support local problem solving.
- Maintain accurate records and exercise sound judgement when dealing with sensitive information, vulnerable persons and evidential decision-making.
- Monitor shared mailboxes, incoming correspondence and task queues, ensuring items are appropriately directed and progressed within required timescales
- Coordinate with the FME and relevant medical staff to schedule examinations and secure timely, accurate evidential statements.
- Undertake any other duties commensurate with the grade of the post as may reasonably be required.



All RGP staff are expected to understand and act within Our Code of Ethics and Competency and Values Framework (CVF).



COMPETENCY AND VALUES FRAMEWORK (CVF)



The CVF aims to support all policing professionals and sets out recognised behaviours and values which provide a consistent foundation for a range of processes. This framework ensures that there are clear expectations of everyone working in policing which in turn will lead to standards being raised for the benefit and safety of the public.

The CVF has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice. The table below highlights the levels for this role.

[Click here to access the Competency and Values Framework \(CVF\) document.](#)

Resolute, compassionate and committed	
We are emotionally aware Level 1	We take ownership Level 1
Inclusive, enabling and visionary leadership	
We are collaborative Level 1	We deliver, support and inspire Level 1
Intelligent, creative and informed policing	
We analyse critically Level 1	We are innovative and open-minded Level 1



Qualifications, Experience and Skills

PERSON SPECIFICATION – CIVILIAN VOLUME CRIME INVESTIGATOR		
CRITERIA	ESSENTIAL	DESIRABLE
Qualifications:	<ul style="list-style-type: none"> • 5 GCSE (including English & Math) and a minimum of 2 A Levels or equivalent. or proven relevant practical experience in criminal investigations. • Willingness and ability to undertake role-specific investigative training and accreditation appropriate to the post. 	<ul style="list-style-type: none"> • Relevant qualification or training in investigations, criminal justice, safeguarding or interviewing.
Experience:	<ul style="list-style-type: none"> • Experience of gathering, assessing and recording information accurately. • Experience of dealing professionally with members of the public, including vulnerable or distressed individuals. • Experience of managing workload and delivering to deadlines. 	<ul style="list-style-type: none"> • Experience within policing, criminal justice, public protection, safeguarding or a similar operational environment. • Experience of preparing case files or evidential documentation. • Experience of working within an investigative, enforcement, safeguarding, customer-focused or case management environment.
Knowledge:	<ul style="list-style-type: none"> • Understanding of the criminal justice process and the importance of evidential integrity. • Awareness of safeguarding, vulnerability, victim care and risk assessment principles. • Understanding of confidentiality, disclosure and information management requirements. • Commitment to ethical and professional investigation practice. 	<ul style="list-style-type: none"> • Knowledge of police investigation systems, statement taking, suspect interviewing or case management processes.
Key Skills and Behaviours:	<ul style="list-style-type: none"> • Strong communication and interpersonal skills. • Able to work methodically, accurately and with attention to detail. • Able to manage sensitive situations and exercise sound judgement. • Able to prioritise workload and respond flexibly to operational demands. • Able to work independently and as part of a team. • Able to maintain professionalism when dealing with distressing or challenging circumstances. 	<ul style="list-style-type: none"> • Ability to communicate effectively in Spanish. • Experience of interviewing or statement taking.
Other requirements:	<ul style="list-style-type: none"> • Able to maintain the required vetting level and undertake operational training associated with the role. • Full driving licence or ability to travel as required, unless prevented by reason of disability where reasonable adjustments will be considered. 	



	<ul style="list-style-type: none">• Able to attend operational locations, court or partner meetings where required.	
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Required Vetting Level:

Recruitment Vetting (RV)

Recruitment Vetting (RV) is required for this role due to the postholder's access to police premises, criminal justice records, case administration systems and confidential operational information.