

Job Title: IRB Operator (& Trainee Op)	
Job Evaluation Number	9750018

JOB DESCRIPTION

Job Title: IRB Operator (& Trainee Op)	Location: Crime Support (Information Research Bureau)
Job Family: Business Support	Role Profile Title: BB2 Police Staff
Reports To: IRB Team Leader	Band level: Trainee Operator - 2D Operator - 2E
Staff Responsibilities (direct line management of): Nil	

a. OVERALL PURPOSE OF THE ROLE: Define the overall purpose of the role, put simply, why it exists.

The overall purpose of the role is to: Create and maintain accurate and comprehensive records on the national database of the Police National Computer (PNC). To research, extract, interpret and disseminate information from the PNC and the Force Criminal Intelligence System (CIS).

b. KEY ACCOUNTABILITY AREAS: Defines the important aspect of the role for which the job holder is responsible for results or outcomes.

<i>The key result areas in the role are as follows:</i>	<i>% time</i>
1. Create and maintain accurate and comprehensive criminal and other records on the PNC database from source documents, workflow, email, Command and Control (C&C) message, telephone and facsimile. All data entry must comply with PNC rules and Data Protection Act.	25
2. Resolve both internal and external telephone/radio enquiries on all aspects of PNC with the knowledge, training and experience of the incumbent	25
3. Support operational officers, police staff and other customers of the IRB (Information Research Bureau) by dealing promptly with request for services. Interrogate and interpret intelligence and information held on relevant IT systems. Provide accurate information, in accordance with Data Protection principles and give advice as necessary.	20
4. Particular attention to the creation of warning signals, description, addresses and Modus Operandi Keywords, essential to QUEST (Query Using Extended Search Techniques) searches.	5
5. Analyse information supplied for QUEST, VODS (Vehicle Online Descriptive Search), CEDAR (Crime Evaluation Data Analysis and Recording), ODS (Operation Data Store), MEND (Mobile Telephone System), COBWEB (Warrants and Bails condition database), Police National Database and Command and Control searches and carry out the searches using and amending the data as appropriate. Scrutinise the information returned ensuring that only relevant information is released and in accordance with Data Protection principles.	5
6. Evaluate all messages coming into the IRB via the PNC, e.g. broadcasts and facsimile and decide on the areas of circulation in liaison with the IRB Team Leader / Operations	5

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Manager.	
7. Maintain paper and computer based records as required for protection of data, which support TVP's PNC entries, and take the necessary action in respect of printouts received from Hendon Data Centre to ensure that the PNC entries owned by TVP are accurate and relevant.	5
8. Quality assure team members' work output to ensure 100% accuracy, ensuring that the data has been entered on the correct offender's criminal record held within the PNC, that it complies with Home Office guidelines, ACPO rules, current legislation and Force policy and procedures.	5
9. Investigate, update with the necessary information markers and order microfiche for duplicate or conflicting records for further investigation by the Compliance & Data Integrity Manager, in order to ensure that only one accurate and definitive record remains on the PNC.	5

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

The current Data Review creates all new records and arrest summons numbers on PNC. The creation of such has increased from approx 2,800 per month in 2004 to 4,600 a month. This is expected to increase to over 6,000 per month when the provisions of the Criminal Justice Act, relating to DNA and fingerprint, are fully implemented on 1st August 2005.

The PNC Bureau is responsible for approx 8,000 updates to PNC per month. These updates are for stolen vehicles, ASBO's, mispers, info markers, wanted persons, disqualify drivers etc. The bureau also provides valuable assistance to operational officers by researching a range of databases to provide real time checks for patrolling officers at all times. In addition the bureau assists with many pre-planned and Ad Hoc operations being performed on LPA's.

The new IRB will be responsible for all PNC updating, with the exception of court resulting and will take on all responsibilities currently being performed in the PNC and Data Review Team. The PNC Code of Practice places a statutory requirement upon the force in relation to PNC timelines, records to be kept and other processes. All tasks completed in the IRB must be done in defined timescales and failure to do so could compromise officer safety, lead to false arrests and leave the force open to litigation.

The IRB will provide a 24hr customer service facility providing officers and other customers with real time information and intelligence and advice on data held on a range of databases. The IRB will also provide a service to the force by assisting with investigations using the VODS and QUEST facilities on PNC.

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d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Good standard of education including excellent numeracy and literacy skills.	E
2. Experience of data-base input & retrieval environment.	E
3. Excellent communication skills (both oral and written) with the ability to deal effectively with a wide range of people.	E
4. Ability to work as part of a team, unsupervised and under pressure.	E
5. Experience of and ability to use computers, with a knowledge of a wide variety of IT applications and a proven ability to input data accurately and in a timely fashion.	E
6. Highly motivated and have a proven record of accuracy and attention to detail.	E
7. Willing to attend residential training course(s).	E
8. Able to receive and provide constructive feedback to team members on a daily basis in relation to work quality assurance.	E
9. Knowledge of related police work in the Criminal Justice System.	D
10. Typing / Word processing qualification or equivalent.	D

<i>The additional courses that must be passed before transfer to the higher level role are as follows:</i>	
1. Various PNC training including: Basic PNC Retrieval Courses (PNC Names & PNC Vehicle & property), PNC Driving Licence Course, PNC Vehicle and Property Update, PNC Wanted Missing / Disqualified Driver Update, PNC Offence Processing Course and PNC Interface.	E
2. QUEST & VODS (specialist search techniques) Course.	E
3. Command & Control (C&C) Course.	E
4. Local Area Network (LAN) Course.	E
5. ODS, CEDAR and ANPR courses.	E
6. Custody Handling system (NSPIS).	E
7. NFLMS (National Firearms Licensing Management System) course.	E
8. Police National Database - (specialist) 3 Day Course.	E

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Problem Solving: All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

The problems that have to be dealt with in carrying out this role include:

1. Poor data quality can often cause out staff problems when data on different systems is inconsistent. Often PNC may show different information than CEDAR which may differ from ODS. Staff must highlight these issues for correction but must also identify the correct version before disclosing information to others.

2. Because the IRB relies heavily on ICT systems, problems arise when systems are unavailable. In such circumstances the operators may be required to contact other force areas (e.g. if PNC is down locally but available nationally) or use other systems to check for data, such as using INI to see if a person has any entries on local systems.

Planning: Refer to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

The role involves the following planning activities:

1. All telephone enquiries must be dealt with immediately and the majority of the PNC updates must be done without delay. It is therefore important that the IRB does not build up any backlog of work and the IRB operators must ensure that deadlines are met and work is not 'left for another day'. Planning and prioritising work to meet demand is done throughout every hour of every day and all staff must be involved in this process and change tasks as necessary.

2. Many PNC reports require regular maintenance. IRB operators will be given responsibility for certain reports and must plan ahead to ensure that relevant reports are either extended or deleted. These decisions are generally made following consultation with the OIC.

Freedom to Act: Please describe below what you believe to be the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

The degree to which the role provides freedom to act is as follows:

1. The IRB deals with up to 29,000 events per month. While supervision is at hand each operator must be trusted to use their initiative and be confident to deal with enquiries without recourse to a supervisor in all but the most complex enquiries. Then information that is researched and provided by the IRB can have a significant effect on a course of investigation. Therefore failure to find critical information could have serious consequences putting the public or police officers at risk.

2. The freedom required by this role is essential but it also brings risk. Once information is changed or deleted from the PNC there is no 'undo' facility available to restore the data. Role holders must understand what they are doing and be confident in their actions. Apart from the IRB managers they have the highest access level to the PNC in the force which carries a high level of responsibility.

3. Some of the best results are obtained by the operators using their knowledge and experience to dig deeper into the databases and make a link or find some information that is not obvious. It is a

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skill and freedom that makes a good IRB operator where they will often do more than the obvious.

Interpersonal skills: Describes the ways in which the job relates to people and uses interpersonal skills.

The role involves exercising interpersonal skills as follows:

1. IRB operators must understand and comply with the Data Protection Act, the policy for each database and the rules of disclosure. They will receive requests for information from many sources and sometimes the requests will not be permitted for various reasons. In these circumstances the operators must politely decline the request which can be quite challenging when speaking to a high ranking officer who is insistent.
2. Each operator will work within a small team of no more than eight persons. Particularly as busy times the operators rely on each other and must work together to provide a reply to a complex enquiry. Good interpersonal skills and cooperation are therefore essential to ensure the IRB provides a good service.

Communicating: Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

The role involves communicating to people as follows:

1. **In Force Communication:** The IRB maintains a 24 hour telephone helpline and all operators must have excellent communication and good listening skills in order to effectively deal with requests made through the helpline. Much communication is also done through email and the inclusion of data in Command and Control logs. Excellent written communication is therefore an essential skill. Enquiries made to the IRB are from all sections of the force and by all ranks so the operators must be confident to speak to a wide range of people.
2. **Out of Force Communication:** The IRB is the single point of contact for Police National Database and therefore receive requests from other forces. The IRB operators must deal with all requests and following research prepare an intelligence package for the enquiring force. The IRB operators make similar requests to all other forces as part of their daily duty. In addition they will make and receive many other PNC related enquiries with other force areas.
3. **Face to Face Communication:** Will be travelling to various custody suites to give one to one training to Reliance staff responsible for entering data into the NSPIS fields which subsequently update the PNC.

Signed..... Date.....

Print Name.....

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ROLE PROFILE	Broad Band 2 Police Staff	
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	CORE COMPETENCIES The role holder should effectively deliver these key requirements:
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Public Service	Serving the Public – level 1
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Leadership	Openness to change – level 1 Service Delivery – level 1
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Professionalism	Decision making – level 1 Working with others – level 1 Professionalism – level 1
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