

Job Title: IRB Team Leader	
Job Evaluation Number	9760018

JOB DESCRIPTION

Job Title: IRB Team Leader	Location: Fountain Court, HQ North
Job Family: Operational Support	Role Profile Title: BB3 Police Staff
Reports To: IRB Operations Manager	Band level: 3F
Staff Responsibilities (direct line management of): Approx 7 staff	

a. OVERALL PURPOSE OF THE ROLE: Defines the role, put simply, why it exists.

The overall purpose of the role is to: Supervising and developing the Information Research Bureau (IRB) Team whilst maintaining overall control of all aspects of IRB work 24/7

b. KEY ACCOUNTABILITY AREAS: Define 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. Supervise, coordinate and administer the activities of the IRB Staff including day to day management of duties, overtime, annual leave, performance development reviews (PDRs), sickness and performance management, grievance and disciplinary matters, as well as maintain quality of service by carrying out the duties of the Quality Assurance Officer in their absence.	25
2. Train and develop IRB Operators through coaching regarding all IRB procedures and security (including quality assurance spot checking of data), ensure that data is entered and maintained to a consistent standard and that service is maintained for telephonic and e-mail enquiries.	20
3. Provide a first point of contact, advisory and liaison service for the Force in respect of Police National Computer (PNC), DVLA, Impact Nominal Information (INI) system/Police National Database (PND), National Identification System (NIS - new Scotland Yard system) and stolen vehicle database (HPI) topics. Provide for urgent enquiries to DVLA and maintain liaison with PNC Service Desk at Hendon. Advise, and where necessary, instruct on relevant police powers and the recording of wanted/missing persons, any orders, stolen vehicles and Property on PNC.	10
4. Receive and action a wide variety of printouts generated by PNC, DVLA, or HPI to ensure that data on PNC complies with the Force's obligations under the Data Protection Act in close liaison with relevant departments throughout the Force (e.g. Administration of Criminal Justice (AoCJ), Local Intelligence Officers (LIOs), Area Intelligence Team (AIT) and Force Intelligence Bureau (FIB)).	10
5. Perform various specialised and/or confidential functions utilising dedicated PNC and Command and Control (C&C) transactions which are not widely available to other operators.	20
6. Examine the Modus Operandi of each offence selected for key wording from the	5

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recommended catalogue of serious offences. Using analytical expertise, select the appropriate keywords, update the PNC and source document.	
7. Perform a continuous audit of all TVP Waning Signals on the PNC by investigation of the criminal record and decide on their retention or deletion in compliance with current legislation.	5
8. Request fingerprint comparisons for positive identification of offenders who appear to have duplicate records on the PNC with Criminal Record Office (CRO) numbers. Examine non CRO number records, decide which record to update and forward to the IRB Compliance and Data Integrity Manager for further investigation and possible amalgamation.	5
Additional comments. In addition to the key accountabilities above, the post holder will also, at times, have to carry out project work and/or administrative duties as delegated by the Operations Manager and Detective Inspector	

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 IRB is responsible for approximately 5,000 stolen vehicles, Anti Social Behaviour Orders (ASBOs), Missing Persons (mispers), information markers, wanted persons, disqualified drivers updates to PNC each month. 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 Local Police Areas (LPAs).
The IRB is responsible for all PNC updating, with the exception of court resulting. The PNC Code of Practice places a statutory requirement upon the Force in relation to PNC timeliness, 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 to open litigation.
The IRB provides a 24 hour customer service facility providing officers and other customers with real time information, intelligence and advice on data held on a range of databases. The IRB also provides a service to the Force by assisting with investigations using the Vehicle Online Descriptive Search (VODS) and Queries Using Extended Search Technique (QUEST) facilities on PNC. In addition, PND (Police National Database) is to replace INI IMPACT.
The IRB Team Leaders hold a key position in ensuring the IRB functions efficiently and have sole responsibility on occasions when no other supervision is available. Each Team Leader manages a team of approximately 7 individuals and has a contributory responsibility for the overtime budget currently set at £20,000 per year, by making short term decisions on a daily basis about staff coverage.

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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. Relevant, recent and practical experience in a PNC environment to include experience of PNC updating and retrieval.	E
3. Must have passed all relevant courses in and gained in depth knowledge of PNC, QUEST, VODS, C&C, Automatic Number Plate Recognition (ANPR), Crime System CEDAR, National Firearms Licensee System (NFLMS) and Operational Data Store (ODS). Must also have intermediate to advanced general IT skills including Microsoft word, excel, PowerPoint and outlook.	E
4. Recent proven leadership and team working skills with recent and relevant experience of working unsupervised and using own initiative in a pressurised environment.	E
5. Recent and relevant experience of carrying out work requiring accurate attention to detail.	E
6. Willingness to attend residential training course(s) with requirement to pass any training undertaken.	E
Additional comments: Willing to work unsociable hours throughout 24 hours and 7 days per week	

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.

<i>The problems that have to be dealt with in carrying out this role include:</i>
1. Dealing with queries from other Forces or Outside Agencies. For instance, liaising with other Forces to interpret intelligence held on suspects or offenders
2. Dealing with queries from Operational Staff. For instance, completing a PNC check on a person or a vehicle. There will be approximately 1000 queries per day coming through phone calls, e-mails and faxes
3. Understanding Policies and Procedures in order to effectively manage the Team in relation to absence, performance, grievances and disciplinary matters

Planning: Refers 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.

<i>The role involves the following planning activities:</i>
1. The majority of the work is reactive and needs to be dealt with urgently; approximately 1000 queries come through fax, telephone and the 12 e-mail inboxes the team is responsible for. There is therefore a crucial need to forward plan staffing rotas to deal with the work efficiently

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2. Prioritise responses to high number of queries in accordance with standard operating procedures (SOPs)

Freedom to Act: Describes 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. Making own decisions regarding any queries which may arise from Control Rooms such as being asked to place a firearms marker on a vehicle. By asking relevant questions and risk assessing the situation, you will have to make the decision in a timely manner

2. Update other Forces with PND Intelligence; other Forces will make contact to ask for intelligence held on people. Through relevant questioning and risk assessment of the situation, you will need to make the decision in a timely manner

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. Due to high levels of work you must be self motivated and be able to motivate your Team.

2. Must have the confidence to analyse, risk assess and resolve sensitive and urgent queries. Working on your own initiative without close supervision and dealing with sensitive material, you will have to display emotional resilience at all times.

3. Be able to use effective communication to coach and develop the Team in all aspects of the IRB work, especially training them using high number of different computer systems effectively.

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. Use of effective verbal and written communication daily when dealing with approximately 1000 queries coming through fax, e-mail and telephone from a wide range of customers (other Forces, external agencies, internal Staff and Officers to the highest rank).

2. Use of effective communication with the Team when conducting weekly operational meetings discussing general issues, workloads and sharing any information needed to perform the role effectively.

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

Print Name.....

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ROLE PROFILE	Broad Band 3 Supervisory 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 2
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Leadership	Leading Change – level 2 Leading People – level 2 Managing Performance – level 2
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Professionalism	Decision making – level 2 Working with others – level 2 Professionalism – level 2
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