

## JOB DESCRIPTION

<b>Job Title:</b> IRB Operator / Trainee IRB Operator	<b>Location:</b> HQ North Kidlington
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> IRB Team Leader	<b>Band level:</b> 2E
<b>Staff Responsibilities (direct line management of):</b> Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Define 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, Niche and Police National Database.

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

**The key result areas in the role are as follows:**

1. Create and maintain accurate and comprehensive criminal and other records on the Police National Computer (PNC) and Police National Database from source documents, email, Contact Management Platform task or telephone. All data entry must comply with National Guidance, Data Protection Act and MOPI.
2. Resolve both internal and external telephone/radio enquiries on all aspects of PNC and Niche with the knowledge and experience of the incumbent, identify and threat or risk and make appropriate decisions.
3. Support operational officers, police staff, UK Forces and Outside Agencies who contact the Information Research Bureau (IRB) by dealing promptly with request for services. Interrogate and interpret intelligence and information held on relevant IT systems, using professional judgement to evaluate threat, risk and harm then provide accurate information, in accordance with Data Protection principles.
4. Particular attention to the creation of warning signals, descriptive details, addresses and Modus Operandi Keywords, essential to QUEST (Query Using Extended Search Techniques) searches.
5. Analyse information supplied for specialised PNC, Police National Database, Niche and CMP requests 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.
6. Evaluate all messages coming into the IRB via the PNC, e.g. broadcast or emails and decide on the areas of circulation taking into account the nature of the information
7. Maintain paper and computer based records as required for protection of data, which support PNC entries including Safeguarding issues pertaining to Non Molestation, Restraining, and Protection Orders; 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. (DAF Prints)

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/PNC Bureau is responsible for approximately 13,000 updates to PNC per month. These updates are for Stolen Vehicles, Missing Persons, Wanted Persons, Information Markers or Operational Information alerts. The Bureau also provides valuable assistance to operational officers by researching a range of databases to provide real time checks for Patrol and Response officers at all times. In addition the Bureau assists with many pre-planned and Ad Hoc operations being performed on Local Policing Areas.

The IRB is responsible for all PNC updating, with the exception of Court Resulting and Warrants. 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 to force open to litigation.

The IRB will provide a 24hr 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 will also provide a service to the force by assisting with investigations using the VODS and QUEST facilities on PNC; PND, Semaphore, NFLMS, DVLA, Longarm and Connexus.

**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.

<b>The knowledge or skills required in the role are as follows (essential or desirable):</b>	<b>E/D</b>
1. Good standard of education including excellent numeracy and literacy skills with strong communication skills, with English and Maths GCSE A-C or equivalent.	E
2. Demonstrate exemplary interpersonal skills including verbal and written. Articulate, methodical, conscientious and concise.	E
3. Proven research skills with ability to problem solve whilst working under pressure prioritising workloads and to work flexibly in a 24/7 year round environment	E
4. Self-motivated and able to use initiative whilst working effectively with minimum of supervision and yet remain team focused.	E
5. Demonstrate 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, with proven keyboard skills with capability to type at least 28 words per minute	E
6. The ability to assess and analyse information, identify risk and vulnerability and consider action using professional judgement, thinking logically using the agreed policies and procedures.	E
7. Attend courses at various sites within Thames Valley Police area and College of Policing in Ryton, to successfully complete training of PNC, PND, Niche, CMP and other systems working towards required level of competency	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 systems of PNC, Niche or CMP is highly desirable.	D
10. Typing / Word processing qualification or equivalent.	D