

Job Title: Holmes Indexer	
Job Evaluation Number	3300049

JOB DESCRIPTION

Job Title: Holmes Indexer	Location: Major Crime Unit (Incident Room), various locations
Job Family: Operational Support	Role Profile Title: BB2 Police Staff
Reports To: System Supervisor	Band level: 2E
Staff Responsibilities (direct line management of): Nil	

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

The overall purpose of the role is to: Provide an efficient and effective administrative support for HOLMES Major Incident Rooms including assisting in the preparation, research and maintenance of HOLMES databases.

b. **KEY ACCOUNTABILITY AREAS:** Define 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:	% time
1. Majority of the role will be accountable for: <ul style="list-style-type: none"> Read, research and index on the HOLMES computer system all documentation processed through the Receiver and Statement Reader. Ensure security of all documentation, including sensitive and confidential material relevant to the enquiry. Raise and result actions to the operational enquiry teams, as instigated by the Receiver or Statement Reader, ensuring the provision of relevant accurate detail to enable completion of the identified task. Create, research and maintain current and historic HOLMES database accounts. Act as a focal point of reference for historical investigations including reviews and current protracted enquiries thereby assisting operational detectives with updates and Senior Investigating Officer policy/rationale. 	80
2. Process incoming telephone calls paying particular attention to the needs of victims, their families, witnesses, potential informants and the internal customers (colleagues and internal departments).	10
3. Carry out some of the functions of the System Supervisor in his/her absence, e.g. take notes of the Senior Investigating Officer's operational briefings and maintain liaison with HQ Crime Support on issues such as vehicle hire.	5
4. In the absence of the System Supervisor, assess and prioritise urgency of documentation for 'inputting' directly into the computer system or for typing. Amend typing errors by way of proof-reading. Assist with typing using the HOLMES system in the absence of a dedicated typist.	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:

Working under pressure, in stressful situation and ensuring attention to detail.

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Managing, with the utmost discretion, a busy and unpredictable workload.

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. Proven ability to accurately disseminate and summarise information (i.e. reading, understanding & researching documentation).	E
2. Willingness to undertake the Holmes II course and commitment to maintain professional development.	E
3. Previous experience of working in an administrative and open plan environment where they have demonstrated good team working and effective listening skills.	E
4. Good standard of education (minimum GCSE level or equivalent) to include proven capability in both numeracy and literacy.	E
5. Good listening skills and customer service with proven experience of dealing with customers over the phone.	E
6. IT literate with recent experience of word processing, spreadsheet packages.	E
7. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E
8. Achieved or willing to attain the NVQ Customer Service level 2.	D
<i>Additional comments:</i> * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	

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. Within set parameters use judgement and experience when 'inputting' data onto the system

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.

The role involves the following planning activities:

1. Plan time effectively in order to seek to develop knowledge in relation to legislative changes and developments.
2. Occasional increase/fluctuations in workload generating pressure on the role holder regularly to review planning and organisation of workload in line with priorities and deadlines.

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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. Able to recognise sensitive information and maintain discretion and confidentiality.
2. Ability to work on own initiative and with minimal supervision.

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. Approachable and friendly towards others, liaising with team members and providing administrative support for the department.

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. Effective communicator both written and verbal.
2. Deal effectively with telephone enquiries from members of the public, outside agencies and other Police Forces in respect of Major Crime matters.