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| Job Title: Management Information Researcher | |
| Job Evaluation Number | C058 |

JOB DESCRIPTION

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| Job Title: Management Information Researcher | Location: HQ South |
| Job Family: Business Support | Role Profile Title: BB3 Police Staff |
| Reports To: Management Information and Statistical Services Manager | Band level: 3F |
| 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 research support to the Service Improvement Unit, including the preparation of management and other statistical information for internal and external use.

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:

1. Interrogate force databases in order to provide management and other statistical information to internal and external customers either on a regular basis or in response to an ad-hoc enquiry. Collate and assess the data or statistics and produce written reports as appropriate. Assess each request to ensure the data provided is in accordance with the Force's statutory obligations and any information sharing protocol.
2. Produce daily management information in an accurate and timely manner to inform Chief Officers, and Departmental and LPA staff of current performance. Produce monthly, quarterly and annual returns to the Home Office, Her Majesty's Inspectorate of Constabulary (HMIC) and other agencies. Support the processes associated with the carrying out of staff, user and public surveys. Ensuring the efficient and effective provision of management information internally and externally.
3. Retrieve data and provide statistical reports in relation to Freedom of Information requests within required timescales to assist the Force in discharging its statutory duties.
4. Assist the unit's analysis and advisor, specialist audit, IMR and technical teams in the research, analysis and presentation of management information. Carry out ad hoc research and analytical work as tasked by the Service Improvement Unit to assist in the delivery of effective management information to the Force.
5. Develop and maintain reports to ensure that information can be extracted from Force systems as efficiently and as effectively as possible, continuously developing own technical skills and understanding of the organisation to facilitate this.
6. Maintain an excellent knowledge of the Unit's automated management information systems in order to promote their use and support their development and maintenance as required.
7. Maintain the Unit's intranet site. Ensure the site is kept up to date and is accurate so that it effectively represents the products and processes of the Service Improvement Unit.
8. Provide administrative and logistical support to the Service Improvement Unit and work closely with all roles in the Unit and wider Department to ensure that the Unit operates as efficiently and effectively as possible and to provide resilience.

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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.

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| Further Comments: |
| The Service Improvement Unit is responsible for identifying issues impacting on the efficiency and effectiveness of Force and for facilitating improvement. This is in terms of the quality of service delivered by the Force, how well the Force assesses and manages risk and how well it identifies and manages demand. The Unit therefore has a wide-reach and mandate to significantly influence front-line policing and the experiences of the public. The Unit is responsible for both supporting LPAs and OCUs in their service delivery and for overseeing the accountability process on behalf of CCMT. |
| The management information produced by the researchers can have a high profile both internally (through its use by Chief Officers and departmental/geographical commanders) and externally (including its use by the PCC, press and by the public through FOI requests). It is therefore paramount that the information is accurately extracted and collated by the post holder. |
| The researchers are required to provide management and other statistical information to strict deadlines - for example, the statutory deadlines imposed by the Freedom of Information Act, the ADR deadlines required by the Home Office or the ad hoc deadlines that arise to provide information to the press. |
| The post holders need to have good technical and systems knowledge to extract the relevant information from Force systems. The post holders also need a good understanding of a wide range of different areas of policing in order to make sense and assess the information obtained. |

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.

| The knowledge or skills required in the role are as follows: | E/D |
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| 1. Good standard of education with a very good knowledge of Microsoft Office Applications. | E |
| 2. Excellent research skills and able to demonstrate a methodical approach when researching. | E |
| 3. Proven ability to collate and assess statistical information with a high level of attention to detail and make recommendations where appropriate. | E |
| 4. Effective written and oral communication skills which adapt to all levels of the organisation with the ability to explain technical information to a non-technical audience. | E |
| 5. Self-motivated with the ability and commitment to become proficient in new systems in a short time period. | E |
| 6. Able to work effectively with minimum supervision whilst also remaining team focussed. Ability to work under pressure, prioritise workloads and produce accurate work within tight deadlines. | E |
| 7. A relevant degree and / or experience of working in a similar role in a similar environment. | D |
| 8. Experience utilising one or more Management Information tools. | D |
| 9. Knowledge of a range of areas of policing. | D |