

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Crime Operator	Current Grade:	A005
Department:	National Justice Department	Division:	A
Reports To:	CMU Manager	No of Posts:	26
Level of vetting:	BV	Post Number:	

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To apply the Force Crime Screening and Allocation Policy to effectively screen and allocate all recorded crime.
To evaluate recorded crime in accordance with the Home Office Counting Rules (HOCR) and National Crime Recording Standards (NCRS) to ensure that where a crime has been committed it is correctly recorded.

Ordering CCTV in line with the Volume Crime Model and managing the process.

Ensure compliance with the Victim's Code of Practice (VCoP) and deliver high quality of service to victims.

To provide a 'help desk' facility for front line officers in all matters relating to crime recording, incident management and crime classification.

To apply Recorded Crime Outcomes to all recorded crime in accordance with the Home Office Counting Rules.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

In excess of 90,000 crimes a year.

REWARD

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

To evaluate and allocate recorded crime in accordance with Force Policy, making an informed screening decision taking into account solvability factors, special factors, victim willingness and any potential victim vulnerability that may be identified following contact. To fully justify any decision to allocate/close a crime by way of a written entry on the report and to notify victims of this decision.

To evaluate and allocate recorded crime in accordance with Home Office Policy to ensure that the correct classification has been applied. To quality assure each report to ensure a high standard of data quality to support Home Office Data Returns.

To ensure CCTV evidence has been secured where appropriate to do so.

To ensure the Police National Computer (PNC) and Force Systems (NICHE) comply with the requirements of the Data Protection act and to keep systems updated with any relevant information obtained.

To provide a 'help desk' facility for front line officers in all matters relating to crime recording, incident management and crime classification.

To liaise with Sub-Divisions and Home Office Forces to effectively manage the transfer of crimes and identify any best practice that can be implemented.

To review all crime and apply the relevant Recorded Crime Outcome in accordance with Home Office Policy, quality assuring reports to ensure they are completed to a satisfactory standard in relation to information subject to Home Office Returns and arrest record/disposal updates.

To add new involved persons/property to reports when identified by the Investigating Officer.

To assist CMU Managers as required

Adhere to VCoP obligations

E. DECISION MAKING:

Make decisions

Apply the Force Crime Screening and Allocation Policy and making the decision as to whether a Crime will be allocated for secondary investigation.

Review investigative entries on Crime reports and in some instances case papers to decide which Home Office Recorded Crime Outcome best fits the reason for Crime closure.

Significant say in decisions

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

All levels of BTP.

External

Victims of Crime, Train Operating Company Staff, Victim Support Staff, Home Office forces

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Educated to GCSE standard with a minimum of 4 'C' grades, including English Language

Experience:

Evidence of having worked successfully in a busy office environment

Previous administrative or receptionist experience with a high level of organisational ability and attention to detail

Experience in exercising diplomacy, tact and discretion in management sensitive and confidential matters

Proven experience in a customer service role

Skills:

Self-motivated with the ability to work on own initiative and prioritise own workload with minimal supervision

Excellent verbal and communication skills with the ability to liaise with staff at all levels internally/externally

Good standard of planning and organisational ability

Ability to make appropriate decisions.

Excellent computer skills and accurate typing skills.

Knowledge:

Awareness of statutory and legal requirements including Data Protection, Security of Information and Freedom of Information, MOPI, Protective Marking.

An understanding of the criminal justice system and its processes.

Desired Criteria:

Qualifications and Training:

CMI level 5 or equivalent

Experience:

Supervisory experience

Familiarity of working in a police force

Skills:

Input/retrieval of information from computer software packages

Knowledge:

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

The post holder will need to demonstrate sensitivity and diplomacy with victims of crime when updating them as to the progress of the investigation or unsuccessful conclusion and may have to deal with confrontational situations.

There is a reputation and financial risk to the organization if PNC data is inaccurate therefore performance management is of the utmost importance.

I. AUTHORISATION DETAILS

Prepared By:

Date:

Division Commander
/FHQ HoD:

Date:

Evaluation Panel:

Date: