

## 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 evaluate NSPIS logs in accordance with National Standards for Incident Recording (NSIR) and National Crime Recording Standards (NCRS) to ensure that where a crime has been committed it is correctly recorded. Evaluate and allocate all recorded crime in accordance with Force and Home Office Policy.

To evaluate and allocate crime in accordance with policies and procedures.

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

Managing the CRIS process in relation to transfer crimes from the Metropolitan Police.

Ensure compliance with Victims 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, crime classification and SID completion.

### 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.

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

To evaluate and allocate recorded crimes in accordance with Force and Home Office Policy and to ensure that it has been correctly classified and where necessary ensured CCTV evidence has been secured.

To evaluate all NSPIS logs and investigate in line with NSIR and NCRS to ensure crimes are recorded where necessary or to close the logs to satisfy any internal or external audit.

To ensure that officers complete Source Input Documents (SID) in line with Force and Home Office Policy and ensure that Police National Computer (PNC) and Force Crime Systems comply with the requirements of the Data Protection Act.

To ensure that all detection opportunities are taken to assist the Force in achieving its Policing Plan objectives.

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

To keep Force systems updated with any relevant information obtained.

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.

Manage the diversion file updates in relation to the Crime System.

To assist the CMU Managers as required.

Adhere to VCoP obligations.

**E. DECISION MAKING:**

**Make decisions**

**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:**

Knowledge of the Criminal Justice System

**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:

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