

## 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:	Occurrence Management Unit (OMU) Operative	Current Grade:	A005
Department:	National Justice Department	Division:	A
Reports To:	OMU Supervisor	No of Posts:	17
Level of vetting:	BV	Post Number:	

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

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 the occurrence on Niche and PNC are updated with the appropriate outcome and disposal for all offences involved. Ensure all data held on Niche in regards to each occurrence is completed to a satisfactory standard in relation to information subject to Home Office Returns and arrest record/disposal updates.

To support the Force in the management of data quality in relation to Home Office data returns and provide assurance in relation to Non-Crime Occurrences

### 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 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.
- Process External Arrest Report (EAR), Standalone and Custody Arrest Report (CAR) tasks received from officers, ensuring information held on Niche is correct and correlates with the appropriate case file documentation, linking occurrences and returning tasks where required for further information and updating PNC with the relevant disposal for each offence
- 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.
- Liaise with PNC Managers to resolve AS number conflicts and duplicates
- To provide a 'help desk' facility for front line officers in all matters relating to occurrence management including crime classification and pre charge PNC updates.
- To add new involved persons/property to reports when identified by the Investigating Officer.
- To assist OMU Supervisors by referring any occurrences where they have identified it requires reclassification or cancellation.
- To assist the OMU Supervisors by reviewing occurrences that are flagged as having data quality errors, updating the relevant system in line with Policy and Home Office requirements
- To review Non-Crime occurrences in line with HOCR/NCRS to ensure that the Force has, where appropriate, recorded the relevant Crime and escalating any errors identified to OMU Supervisors

**E. DECISION MAKING:**

**Make decisions**

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**

Home Office Police forces

**REWARD**

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

**Essential Criteria:**

**Qualifications and Training:**

Minimum GCSE grade C or equivalent in English and Maths

**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:**

Trained in PNC enquiry and PNC offence processing

**Experience:**

Familiarity of working in a police force

**Skills:**

Input/retrieval of information from computer software packages

**Knowledge:**

Knowledge of Home Office Counting Rules and National Crime Recording Standards

**REWARD**

**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.*

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:  
Division Commander  
/FHQ HoD:  
Evaluation Panel:

Date:

Date:

Date:

DRAFT