



JOB DESCRIPTION QUESTIONNAIRE (JDQ)

DIRECTORATE: Local Policing and Criminal Justice
AREA/DEPT: Criminal Justice
SECTION: PNC Bureau
JOB TITLE: **CUSTODY VALIDATION OFFICER**
REPORTS TO: PNC Bureau Supervisor
CURRENT RANK/GRADE: **GRADE B**
DATE: September 2016

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To validate, create, amend and quality assure information held on the Niche system for arrested, remanded or convicted persons, and responsible for transfer to PNC, in accordance with relevant legislation in order to maintain National Criminal Records on PNC.

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Responsible for the management of Tasks Pot within the Niche application to validate custody disposal, non-custody disposal information, issue of summons, bail information, Youth Offending Team Disposals and ensure transfer to PNC in order that the national record reflects its current status.
- b) Where transfer of update via interface from Niche to PNC occurs ensure that error reports are addressed, record amended and re-interfaced or manually applied to PNC to ensure timely transfer of information and ensuring that the national record reflects its current status.
- c) Liaise with Custody Suites, 47/3 Bail Sergeants in order to manage the application and update of Police Bail to PNC.
- d) Monitor functionality of interface processes and collate evidence where applicable in order to assist IT in resolving performance issues, system errors and faults. Advise Custody and Operational staff with regard to compliance requirements of NICHE to ensure that the successful workflow to PNC Bureau is achieved. Where technical difficulties cannot be dealt with in the custody environment take ownership of Niche data in order to force a resolution and ensure that the record is transferred to PNC in accordance with national Policy.

- e) Maintain statistics in relation to various aspects of arrest summons creation to give feedback to Areas to address data quality issues, non compliance, and identify good practice.
- f) Investigate issues notified by various sections of the Criminal Records section regarding incomplete and non-application of Arrest Summons data to PNC to ensure that the national record is updated and the source of the error is traced and collated in order to identify possible trends leading to poor quality data.
- g) Quality assure all records that have been accessed on PNC so that they are compliant with National Standards.
- h) Review and analyse impending cases extract obtained from Hendon Data Centre in order ensure impending cases held on PNC are accurate and up to date ensuring compliance with data protection principals.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

Experience

Working knowledge of procedures and an ability to understand legislation and guidelines is of the utmost importance together with a working knowledge of the following:

- Police and Criminal Evidence Act 1994
- Criminal Justice Act
- Data Protection Act
- Magistrates Court Act 1980
- Home Office Schedule of Recordable Offences
- Home Office/NPCC Guidelines
- Custody and Court disposal procedures

In depth knowledge of PNC, Niche, Corvus computer systems is required to enable the postholder to utilise the systems to undertake the role.

Skills & Abilities

Organisational skills including knowledge of nationally recordable offences and appropriate lawful sentences to enable the post-holder to meet deadlines and targets effectively.

The ability to process logically, substantial amounts of data and information in order to accurately apply data to PNC to meet the national performance indicators.

Post-holder should be self-motivated, creative and flexible together with the ability to work under pressure for sustained periods and meet deadlines.

To be proficient in all screens within the Phoenix application of PNC to a high standard to enable correct application of arrests and results to PNC, which in turn will support Quest (Query Using Extended Search Techniques) in intelligence led policing.

The ability to work as a team and to have good research skills to research Impending Cases.

- 3(b)** (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

4. RELATIONSHIPS:

- a) Supervisory responsibilities:**

No supervisory responsibilities.

- b) Supervision Received:**

Responsible to PNC Bureau Supervisor, who is available Monday – Friday for advice and guidance. Also expected to work under own initiative particularly over the weekend when no supervision is available.

- c) Other Contacts:**

(i) Within Merseyside Police:

Daily contact with all Custody Suites, Police Decision Makers, Prosecutions Unit, Local Policing teams, all sections within the Disclosure & Barring department with regard to queries on Arrest Summons Disposal.

(ii) Outside Merseyside Police:

Frequent contact with other police forces PNC Bureaux, CPS, Crown Court and Magistrates' Courts personnel to maintain and validate information. Contact with other non-police prosecuting agencies, such as DSS, HM Customs and Excise, DTI etc, in order to update PNC records.

5. CONTEXT:

- a) Operating Environment:** (Services provided, work patterns, who are the customers).

This information once applied to PNC will be used with regard to the enforcement and management of Conditional Police Bail, determining whether a person is bailed or kept in custody and will be available nationally to all police forces. Persons may be arrested as a result of the information applied to PNC. It is therefore imperative that the team works to comply with the national requirements for application of data to PNC.

The post-holder will operate as part of a team, operating Monday – Sunday, between the hours of 0700-1700 working on a 11 week rotating shift basis. The working week averages 36.5 hours. An unsociable hours allowance is paid for weekend working.

- b) Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Working within current legislation, Home Office Directives and NPCC policy guidelines.

Force policy plus internal procedures as approved by Criminal Justice management.

- c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A

6. **DIMENSIONS:** (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: Nil

Staff: Nil

Other: Responsibility for full research and application of data to PNC.

7. **JOB CHALLENGES:** (Describe the most challenging or complex parts of your job).

The maintenance of PNC records in order to comply with the relevant legislation.
The ability to work under pressure and meet deadlines.

8. **ADDITIONAL INFORMATION:**

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

The role of Custody Validation Officer is to receive and quality assure data directly from busy operational suites and ensure that information is applied to PNC in timely and accurate fashion. The key challenges are:-

To work with custody suites and encourage aspects of compliance

To do so under pressure of meeting Home Office targets

To assist and undertake duties of the Court Results Research Officer as directed in order to respond to peaks in demand.

Failure in any aspect of the position can have serious implications for the Force with regard to criminal/civil litigation proceedings.

9. ORGANISATION CHART

