



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

DIRECTORATE: Investigations
AREA/DEPT: Major Crime
SECTION: Holmes Support
JOB TITLE: **HOLMES INDEXER**
REPORTS TO: Holmes Supervisor
CURRENT RANK/GRADE: **C**
DATE: May 2016

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

To supply indexing support and research to the Senior Investigating Officer (SIO) and Management Team on major incidents, target operations and Casualty Bureau.

2. PRINCIPAL ACCOUNTABILITIES:

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

- a) Interpret, analyse and process all messages, statements, actions and documents in an incident room and to undertake and be responsible for the précising and inputting of information, after fully researching the database; provide an accurate and comprehensive card index or computerised database to allow for the effective management of an investigation. (It should be noted that each enquiry starts with a blank database with the parameters determined by the MIR (Major Incident Room) Supervisor. All information is subsequently inputted / indexed by Indexers.)
- b) Act as researcher and indexer on a card system or computerised database on a major incident to enable Enquiry Officers to be in possession of documents to assist them to complete their actions/enquiries.
- c) Act as researcher and indexer on a card system or the computerised Merseyside Electronic Log on an incident or target operation to assist the S.I.O., management team and enquiry officers.
- d) Research systems as directed, either computerised or manual, in order to identify offender(s) or witnesses and the evidence required.

- e) Assess and extract relevant data to provide necessary information to the enquiry officers.
- f) Assess information coming into the system, drawing any important matters or identified potential anomalies to the attention of the S.I.O. via the M.C.U. Supervisor.
- g) Receive information relating to the incident directly from sources including key witnesses or even the offender and complete *MIR Message forms* ensuring all pertinent information is obtained and recorded to assist in the enquiry.
- h) Deal with telephone enquiries within the M.I.R. where appropriate to ensure that all messages are accurately recorded and enquiries are dealt with expeditiously.
- i) Act as a HOLMES or manual indexer on Casualty Bureau as required.

3a. KNOWLEDGE AND EXPERIENCE:

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

The post holder must have either completed and passed the exam of a relevant HOLMES II indexer course or a relevant HOLMES I indexer course, supplemented by successful completion of the HOLMES II conversion course, in order to perform roles within a Major Incident Room. The post holder must comply with all the rules, conventions and procedures of MIRSAP (Major Incident Room Standardised Admin. Procedures) and be conversant with guidelines relating to the Electronic Log system.

Good interpersonal skills are required to ensure and facilitate communication with the Management Team, supervisors and the enquiry team. This will ensure that matters which may be important to the enquiry for either evidential or intelligence purposes are highlighted and dealt with.

The post holder must have an analytical and enquiring mind to assess and interpret information coming into the system and to ask pertinent questions when receiving information to ensure all useful information is obtained.

The post holder must have the ability to produce an indexing plan which explains how the information will be indexed on the system.

The post holder must have the ability to work well under pressure during periods of peak workload, particularly in the demanding environment of a Major Incident Room and to meet the deadlines that are set.

The post holder will have access to sensitive information concerning high profile individuals and must be able to demonstrate full discretion and act with integrity at all times, ensuring the confidentiality of the information which they have access to.

Possession of a full driving licence is advantageous as the post holder is required to travel within the force area as directed.

3b. (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:

N/A

b) Supervision Received:

The HOLMES Supervisor is the line manager of the post holder. The Contact is variable and dependant on the location of the incident.

During the running of a Major Incident Room the post holder will be supervised by the relevant supervisors assigned to the incident.

It is emphasised, however, that the work of the post holder may not be subjected to immediate checking. The accuracy of the research, analysis and indexing carried out by the post holder is therefore crucial in view of the impact of the work involved.

The Second Line Manager for the post holder will be the Holmes Manager.

c) Other Contacts:

i) Within Merseyside Police:

Regular: S.I.O's, Enquiry teams, Major Incident Room staff both police and support staff.

Occasional: M.C.U. wings, such as Syndicates and Witness Assistance Unit.

The above contacts are required in order to expedite enquiries / investigations.

ii) Outside Merseyside Police:

Occasional: With members of the public, other police forces, solicitors etc. via telephone enquiries received within the Major Incident Room. Indexers receive information and deal with relevant enquiries related to an incident. This information must be dealt with appropriately, accurately and sensitively.

5. CONTEXT:

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

The post holder works within the Force Flexitime Scheme, however the nature and demands of the role will often require the need to work extended hours and change working hours, at short notice, in order to fulfil the role effectively.

Flexibility, in addition to the hours worked, is also required with regard to the post holder being able to work on different incidents, which may utilise either, a computerised or manual (card) indexing system.

The post holder is responsible for supplying indexing support and research to the S.I.O. and management team on major incidents, target operation and Casualty Bureau.

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

The post holder will need to comply with the M.I.R.S.A.P. and the M.C.U. Service Partnership Agreement. HOLMES Rules and Conventions. M.E.M.S. Guidelines. Data Protection Act. Health & Safety at Work Act.

All Force Policies and Procedures are applicable to the role.

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: N/A

Staff: N/A

Other: The post holder may be required to work anywhere within the Force Area as directed. On occasions, there may be a requirement to work outside the Merseyside Force Area, which in respect of support staff will be arranged after consultation.

Customers include Chief Officers, Strand Leaders and Detective Superintendents.

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

The post holder will need to be able to cope with the demands of a Major Incident Room, maintaining high standards and commitment especially when engaged on extended hours.

To be able to concentrate for long periods whilst maintaining accuracy to provide a reliable database.

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 post holder must have good interpersonal skills to enable them to work as part of a dedicated team. The ability to work unsupervised on occasions is essential. The post holder, through their experience within this post, may be required to coach less experienced staff.

Personnel who fulfil this role are crucial to the investigation of a major incident particularly for the creation of a comprehensive and totally accurate database, which will be utilised by the Senior Investigating Officer, the management team and the enquiry officers in dealing with any such investigation. Due to the very nature of the offence(s) involved in such incidents, the database created during the enquiry will be the subject of close scrutiny during any subsequent review(s). It may possibly be examined by defence experts and/or the Criminal Case Review Commission in the event of any appeal by a convicted defendant or an alleged miscarriage of justice. Investigations, which utilise the HOLMES computerised system will, by their nature, involve offences that often attract intense media attention, commonly on a national basis

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).

10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:
(Please print in block capitals)

POSTHOLDER'S SIGNATURE: Date: Extn:

MANAGER'S NAME:
(Please print in block capitals)

MANAGER'S SIGNATURE: Date: Extn: