



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

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

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

To provide typing support 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) Type documents, statements and other written material into the correct format either on the computerised HOLMES system or other word processing systems within a Major Incident Room (MIR).
- (b) Identify grammatical or factual errors in statements and documents, bringing these to the attention of the supervisor to ensure quality work at all times.
- (c) Produce audio transcription of interview tapes, ensuring that it is always of a high standard for use in the investigation and any future prosecution files.
- (d) Interpret information / evidence from tape recorded interviews conducted by Police Officers with suspects and produce accurate balanced summaries of the salient points for use in the prosecution process. Liaise with interviewing officers when necessary concerning the contents of the tape and briefing sheet to ensure that an accurate balanced summary is prepared in accordance with Home Office guidelines.
- (e) Type dictated reports directly onto the word processor as required by the management team.

- (f) Proof read all own work, taking personal responsibility so that an excellent standard of word processing is produced at all times.
- (g) 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.

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, successfully completed a relevant HOLMESII typist course or a relevant HOLMES I typist course, supplemented by successful completion of the HOLMES II conversion course, in order to perform the role within a Major Incident Room. The post holder must also have a working knowledge of other word processing systems, e.g. Unisys, Microsoft Applications.

Good interpersonal skills are required to ensure and facilitate communication with the Management Team, supervisors and 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 postholder must have the ability to provide an efficient service to accurately prepare summaries of taped interviews with suspects and transcribing directly from interview tapes, at times using their own initiative, in the preferred layout of such documents.

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.

The post holder is required to be flexible and adaptable to either remain on duty or be called out at short notice, as required, in accordance with the M.C.U. Service Partnership Agreement.

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 Supervisors, will supervise the post holder. Contact is variable and dependant on the location of the incident.

During the running of a Major Incident Room the post holder will report directly to the MIT supervisor 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 input 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 contact with S.I.Os, Enquiry teams, Major Incident Room staff both police and support staff.

Occasional contact with other M.C.U. wings, such as Syndicates, and Witness Assistance Unit.

The above contacts are required in order to resolve queries surrounding major incidents to enable enquiries / investigations to be expedited speedily.

ii) Outside Merseyside Police:

Occasional contact with members of the public via telephone enquiries received within the major incident room.

The above contact is required in order to resolve queries surrounding major incidents to enable enquiries / investigations to be expedited speedily.

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 latter therefore requiring the post holder to have ability with regard to other word processing systems.

The post holder is responsible for providing typing support 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 postholder will need to comply with the M.I.R.S.A.P. (Major Incident Room Standardised Admin. Procedures) and the M.C.U. Service Partnership Agreement, HOLMES Rules and Conventions. National legal and procedural guidelines regarding the summary of taped interviews. Data Protection Act. Health & Safety at Work Act.

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 postholder 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 will be arranged after consultation. Customers include 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 and effective service.

Listening to tapes of interviews with suspects and determining the content of the balanced summary, for both verbatim and summarised text, following the national guidelines.

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 and to prioritise their own work. The post holder through their experience within this post may be required to coach less experienced staff.

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: