

JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: North West Regional Organised Crime Unit

AREA/DEPT: North West Regional - Technical Surveillance Unit

FAU:

SECTION: RTSU

JOB TITLE: **SPECIALIST SUPPORT OFFICER**

REPORTS TO: RTSU Hub Team Leader

CURRENT RANK/GRADE: **CONSTABLE**

DATE: JULY 2018

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

To undertake Type E intrusive surveillance operations in a high risk environment for the acquisition and development of tactical and strategic intelligence focused on serious and organised crime affecting the North West Regional Forces and NWROCU.

2. PRINCIPAL ACCOUNTABILITIES:

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

- a) Manage complex intrusive surveillance operations locally, regionally and nationally whilst maintaining confidentiality, sensitivity and a duty of care, in accordance with policy and procedures.
- b) Conduct local, regional and national close target reconaissance and feasibility studies, necessary for the gathering of evidence and intelligence, providing the most appropriate solution.
- c) Proactively provide and seek support and ongoing professional advice to and from customers, internal stakeholders and partner agencies for the planning, co-ordination and provision of specialist solutions for covert operations, influencing the investigative approach with new and emerging technologies and tactics.

- d) Ensure that operational performance, to include training, tactics and procedures are compliant with legislation, policy and best practice. Ensure personnel are appropriately equipped and deployed safely to perform specified duties.
- e) Conduct Health & Safety Management, including Risk Assessments in line with operational procedure. Ensure all team members are aware of Health & Safety requirements.
- f) Present accurate feasibility studies and operational orders for the consideration of Chief Officers, Senior Investigators and RIPA Authorising Officers to support covert operations.
- g) Contribute to the research and development of new innovative technical concepts and tactics, and consult with customers to understand their needs around future technological threats, opportunities and risks. Take responsibility for improving individual knowledge and performance in role continually driving to improve our service to focus on problem solving to the needs of the community. Consistently provide support and advice whilst remaining reflective and adopting organisational learning through participation in the de-brief process.
- h) Provide expert and professional evidence and intelligence from covert technical surveillance deployments high profile sensitive operations and when necessary attend court and given expert testimony to support the prosecution of offenders.
- i) Maintain the RTSU task management database to a high standard to enable continuity, and integrity of all equipment and installation in accordance with the legal requirements as set out by the Office of Surveillance Commissioner's audits inspections and authorities.
- j) Undertake all responsibilities relating to information management, data quality, information sharing, intelligence and information security to ensure accordance with the Authorised Professional Practice (APP) on Information Management issued by the College of Policing including Home Office Code of Practice on MoPI.
- k) Be accountable for all Health and Safety issues, to include risk assessment, pertaining to the postholder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.

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?).

In-depth understanding of intrusive surveillance operations under RIPA and Part3 of the Police Act.

Knowledge of legislation including Regulation of Investigatory Powers Act 2000 (RIPA), European Convention Human Rights ECHR, CPIA Act, Data Protection and Health & Safety.

Must hold a full driving licence and must maintain advanced driver skill level.

Covert rural surveillance qualification.

Experienced as a Type E practitioner.

Experience of planning and the execution of complex high risk intrusive surveillance operations.

Experienced in taking effective decisions (to include operational decision making).

Intrusive Surveillance and Type E experience in a hostile area.

Briefing skills and proven operational planning and risk management skills.

The ability to work with other technical disciplines to support operational requirements including Hi-Tech Crime Units, Information Technology, E-forensic and Telecommunication Departments.

The post holder should have excellent communication skills with an ability to communicate across a wide spectrum of people at varying levels both individually and in groups.

Must possess a high level of interpersonal skills to show initiative in challenging environments and potentially confrontational situations looking to resolve possible conflicts and maintain personal safety and prevent compromise.

An ability to interpret surveillance and safety legislation to meet the operational requirements.

Numeracy and literacy skills to a high standard to be able to receive complex facts and documents and interpret them where necessary.

Knowledge of IT systems and peripheral hardware and associated applications to ensure competent use of law enforcement networks and technical support functions.

A high degree of professionalism is essential to ensure a courteous, diplomatic and assertive manner when dealing with stakeholders and customer both external and internal of the organisation.

Act with integrity in line with the values and ethical standards of the police service dealing with a high level of confidential material.

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:*

The post holder has no direct supervisory responsibility but will be expected to supervise the ongoing activities of their personal workload. The post holder will play a lead role in determining the operational strategy and tactical solution of customers both internal and external.

(b) *Supervision Received:*

The post holder will be expected to work unsupervised and use their own initiative, whilst being responsible to the Hub Team Leader.

(c) *Other Contacts:*

(i) *Within North West Region:*

Have daily contact with Technical Surveillance Hubs across the Regional Collaboration, Investigation teams at all levels, and direct contact with level 1 & 2 Major Incident Command and Special Operations teams regarding covert technical surveillance issues.

Operational Planning teams to support the Governments Prevent, Pursue, Protect and Prepare strategy.

Contact with NWROCU's core capabilities including the Regional Organised Crime syndicates.

(ii) *Outside North West Region:*

Partners such as National Crime Agency, Crown Prosecution Service, Regular suppliers of technical equipment and services, Home Office DSTL, HMRC, Health and Safety Executive, Public Authorities, Telecommunications Industry, Security Service, HM Prison Service, Outside collaborations, other Law Enforcement and members of the public.

All contacts can occur on a daily basis.

5. CONTEXT:

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

The Regional Technical Surveillance Unit delivers a 24 hours a day, seven days a week service to both its internal and external service users. Activities are determined by operational imperatives, such as immediate threats to life and significant threats, risk and harm. Direct assistance will be required in the planning and implementation of effective operational solutions. This will include the deployment, advice and training in operational covert surveillance equipment operating locally, regionally and nationally.

The post holder is required to prioritise own workload schedules and to support the regional Hubs across NWROCU.

Develop and maintain effective working relationships with internal and external stakeholders in order to foster collaborative working.

The normal operating times are the flexible core hours, however the post holder will be required to be flexible in order to provide an immediate response, advice and guidance to support operational requirements across the region if required.

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

There is a certain amount of flexibility within the post, although Regional and National Standard Operating Procedures and the Approved Professional Practice will provide governance to the role. The Regulation of Investigative Powers Act 2000, The Police Act 1997, ECHR, CPIA 1996, The Data Protection Act and the Health & Safety at Work Act 1974 require compliance.

(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: Nil

Other: The implications of the post holder's actions and activities impact directly on the safety and security of both operational Police Officers and staff, other stakeholders and members of the public. A compromise in the RTSU has national implications to all Law and Security Enforcement Agencies involved in the use of classified technology and operating procedures.

The post holder should at all times consider Officer Safety, operational security and the integrity of the operating procedures and the use of Public Interest Immunity on how sensitive and confidential information on private individuals and technical capability is managed.

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

Producing expert evidence and intelligence which is necessary to support the prosecution of offenders, which contributes to the reduction of threats risk and harm to the regions communities.

Postholder must be aware of highly qualified and skilled legal representatives on a regular basis now challenging intrusive targeted techniques, seeking to undermine the evidence presented to the Jury.

Postholder must be aware at all times of the risks posed by organised crime groups.

Staying in touch and ahead of the knowledge curve in a rapidly advancing technological operating environment.

Each operation is unique in its urgency and complexity and will require different problem solving skills, individual challenges in the research and delivery of new and emerging techniques.

Adopting a creative innovate approach to problem solving in an operationally led environment when normal policing techniques are likely to be less effective. Acquiring of technical evidence and intelligence to secure convictions and relentlessly disrupt serious and organised criminality when limited alternatives exist.

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 will be required to complete Security Clearance to S.C and MV level as minimum.

Postholder must act with integrity in line with the values and ethical standards of the police service dealing with a high level of confidential material.

Actively engage in an annual Performance Review Process (PDR) as a commitment to the provision of the highest possible quality of service and performance outcomes.

This is a challenging multi-skilled role working in many varying environments where the post holder will be required to demonstrate innovation, adaptability and imagination.

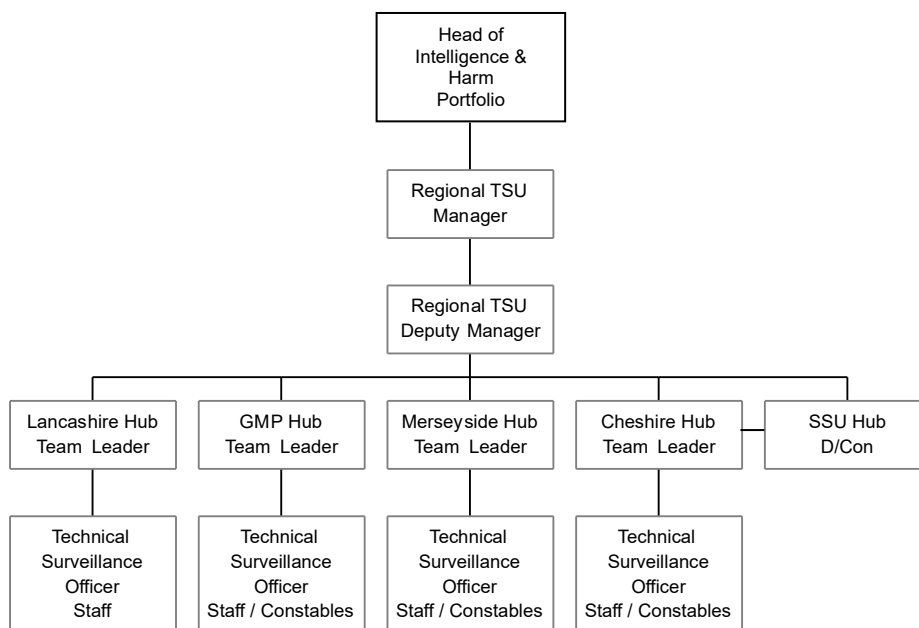
The postholder will be expected to constantly strive to be creative in developing technological solutions to advance our capabilities and talent by applying their own expertise.

They will be required to seek a variety of technical solutions using new and emerging technologies dynamically.

Continually develop the capability of the RSTU, remaining abreast of current I.T, Telecommunications, data communications and electronic and visual surveillance technology.

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: