



JOB DESCRIPTION QUESTIONNAIRE (JDQ)

DIRECTORATE: Local Policing and Criminal Justice
AREA/DEPT: Criminal Justice
SECTION: PNC and Data Access Department
JOB TITLE: **PACT OFFICER**
REPORTS TO: Data Access Supervisor
CURRENT RANK/GRADE: **GRADE D**
DATE: September 2016

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

To provide a point of expertise and be the central point of liaison between agencies and Merseyside Police for mutual data exchange and appropriate recording of such matters for the purpose of preventing crime and disorder, assisting in the detection of crime, conducting accurate risk management assessments and reducing the threat to life and property.

2. PRINCIPAL ACCOUNTABILITIES:

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

- (a) Manage requests for information received from a variety of internal and external customers, respond to these requests in a timely manner, by thoroughly interrogating relevant force systems and risk assessing the information disclosure, in accordance with relevant legislation.
- (b) Conduct investigative research of police systems and provide evidence to relevant the Department of Work and Pensions and Local Authorities to assist in the prosecution of offenders for benefit fraud, producing statements, exhibit labels and giving evidence at court when necessary.
- (c) Be a Single Point of Contact and provide advice and guidance to both Merseyside Police colleagues and Partner Agencies to maintain professional competence internally and externally on Information Sharing matters. Ensure advice and guidance is current and available to all force colleagues via force systems and other methods of force communication, to prevent potential civil litigation against the Force.
- (d) Deliver training to partner agencies, to ensure compliance with Data Protection and other legislation.

- (e) Maintain awareness of changes in policies, legislation and partner agency practices, and apply that knowledge in respect of requests for information and pro-active information disclosure.
- (f) Represent Merseyside Police at regular Inter Agency meetings and where appropriate, make recommendations on changes to relevant Information Sharing Agreements, to bring them in line with current legislation.
- (g) Manage and Quality Assure information from partner agencies prior to dissemination within the organisation ensuring that accurate information is available to assist in the prevention and detection of crime and reducing harm to the community.
- (h) Provide assistance internally and externally in obtaining relevant information about a nominal, by liaising with appropriate partner agencies, to support the apprehension and prosecution of offenders.
- (i) Update WebSTORM and other force systems to ensure and accurate information is available to assist in the timely apprehension of wanted persons.

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?).

It is essential that the post holder has a comprehensive up to date knowledge of various legislation to ensure compliance and to aid in the mutual exchange of information. This includes legislation affecting partner agencies working mechanisms and powers that enables them to take relevant action, these include:

Data Protection Act 1998

Human Rights Act 2000

Rehabilitation of Offenders Act 1974

Crime and Disorder Act 1998

Housing Act 1998

Anti-Social Behaviour Crime and Policing Act 2014 (for tenancy enforcement / possession proceedings)

Mental Health Act 2007 (for Risk Assessment of service users to members of the public)(not exhaustive)

The post holder will be required to undertake and pass Data Protection training every 2 years to ensure compliance with legislation.

Post holder should also have received training in the Lawful Handling of Information

Experience working with partner agencies to achieve joint aims, including attending regular meetings and providing training when necessary.

The post holder should have experience in compiling investigative research to assist in obtaining sufficient evidence to charge and should have experience in attending court and giving evidence.

The post holder must have a comprehensive understanding of various risk assessment / threat assessment documentation (e.g. Victim Personal Referral Forms (VPRF) / threat assessment levels / Detailed Assessment of Needs (DAN's) / ASB Risk Assessments) as well as an understanding of Information Sharing Agreements with partner agencies to enable appropriate exchange of information.

Good communication and interpersonal skills with the ability to discuss legislation with colleagues and work with partner agencies to achieve joint aims and objectives. Post holder will be required to provide advice and guidance, verbally and in writing, in respect of all aspects of applying relevant legislation, and will need to be able to proactively advise staff of all ranks to bring about compliance.

Ability to risk assess information disclosure against the Threat, Harm and Risk to life versus right to privacy.

A working knowledge of various Force systems including Niche RMS, PNC, CORVUS, Compact Misper, WebSTORM, QAS National Persons Search and PINS as well Microsoft Office systems, specifically Word and Excel.

The ability to undertake research and analyse complex information, summarise results and findings, draw sound conclusions and make recommendations, both orally and in writing in clear and straightforward terms to a diverse audience.

Ability to work independently, or as part of a team, and to use own initiative to make decisions by interpreting legislation and other guidance in order to apply the requirements in a consistent and correct manner.

The post holder should have organisational skills and ability to prioritise and review workloads to ensure deadlines are met.

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:

N/A

(b) Supervision Received:

Line Manager is the Data Access Supervisor.

(c) Other Contacts:

(i) Within Merseyside Police:

Regular Contact with Operational Officers in all functional strands.

(ii) Outside Merseyside Police:

Regular Contact with Anti-Social Behaviour Units, various Registered Social Landlords, Mental Health Teams, Department of Works & Pensions (including Job Centres), Local Authorities, Courts, Housing Options Services (Homeless Team), Benefit Fraud Departments, Interpol.

5. CONTEXT:

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

Operating between 0700 – 1900 hours, Monday to Friday.
Customers are outside agencies and operational officers.

Flexible Working hours.

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

Civil Evidence Act 1995.
Crime and Disorder Act 1998 (sections 17 & 115).
Health and Safety at Work Act 1974 (section 2 (1))
Homelessness Act 2002.
Housing Act 1985 & 1988 (schedule 2, grounds 2 & 14).
Housing Act 1996 section 153A-D.
Protection from Harassment Act 1997.
Anti-Social Behaviour, Crime and Policing Act 2014
Mental Health Act 2007

Legislation for consideration prior to disclosure.

Common Law.
Data Protection Act 1998.
Human Rights Act 1998 (article 8).
Rehabilitation of Offenders Act 1974 (section 1).

Guidance for consideration prior to disclosure

ICO Data Sharing Code of Practice.
Management of Police Information.

- (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: This post provides a service to police personnel of all ranks both locally and nationally at operational and administrative level.

Due to the nature of the information and services provided by the PACT, the effectiveness of the police service is greatly enhanced both locally and nationally.

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

The PACT Analyst is held solely accountable for all information they disclose, continually risk assessing the information disclosure and ensuring it is accurately recorded, relevant and delivered securely to avoid potential civil litigation.

The decisions made by the PACT Analyst can have a great impact on the Threat, Risk and Harm to individuals and the community as a whole. Decisions made by the PACT Analyst will affect whether persons remain homeless or whether a mental health patient is released into the community or detained for a longer period. Decisions made will also affect risk assessments conducted and whether a person is evicted from their property.

Failure to comply with the requirements of the Data Protection Act 1998 and Rehabilitation of Offenders Act 1974 could result in civil litigation against the Force and substantial compensation payment being made by Merseyside Police. Enforcement action by the information Commissioner Office (ICO) ultimately resulting in Force audit of all DP processes.

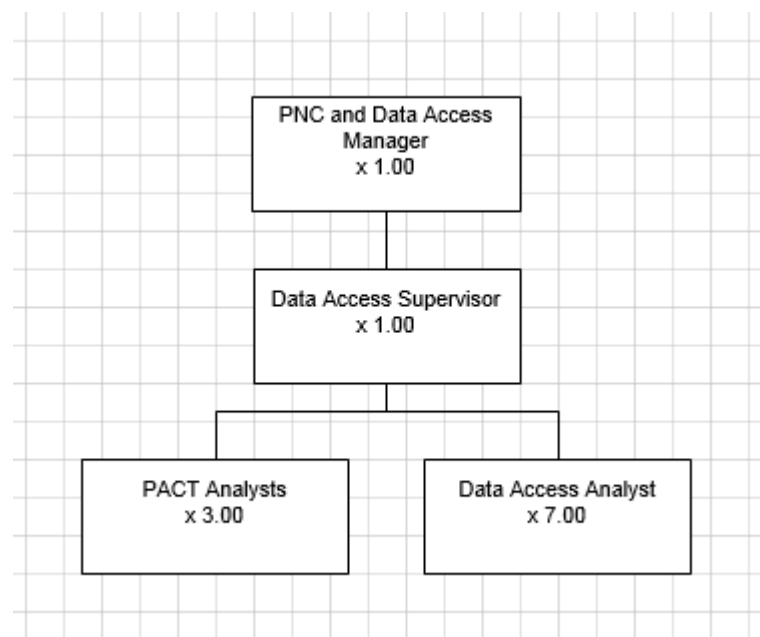
The PACT receive around 1,000 enquiries per month which requires grading of requests on receipt which will determine necessary action and urgency of response. The impact meeting these challenges can impact on the effectiveness of agencies to deal with housing and social disorder issues which may leave members of the public vulnerable and at risk of being homeless and lives at threat. The PACT Analyst must be able to meet the challenges of dealing with the volume of work in a timely manner, meeting deadlines, whilst ensuring that the request has been correctly graded and responded to appropriately.

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 be vetted to Management Vetting level.

9. **ORGANISATIONAL CHART:**



10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Extn:

Date:

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Extn:

Date: