



## JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

### HMI CATEGORY CODE:

**DIRECTORATE:** Local Policing and Criminal Justice

**AREA/DEPT:** Criminal Justice

### FAU:

**SECTION:** PNC & Data Access Department

**JOB TITLE:** **PNC BUREAU OPERATOR**

**REPORTS TO:** PNC & Data Access Department

**CURRENT RANK/GRADE:** **C**

**DATE:** March 2018

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

To maintain, review, update and quality assure all information held on the Police National Computer in a robust manner whilst also providing advice, guidance and assistance to act as a central point of contact for all enquiries in connection with the Police National Computer.

**2. PRINCIPAL ACCOUNTABILITIES:**

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

- a) Create, amend and validate computer records held across multiple force systems relating to Wanted and Missing persons, Warrants and European Arrest Warrants, Court Orders, Prison Licences, Notification of Deaths, Information Markers, Prison Recall Notifications and Sirene/Schengen Information System requests. Conduct daily Verification audit, inspection and review all PNC and Niche, Warrants and Court Orders to ensure compliance with all relevant legislation.
- b) Act as the central point of contact for all PNC enquiries, PNC Broadcast messages, Vehicle Updates, Detained Persons, Wanted and Missing Persons, Court Orders, Warrants and Sirene/Schengen Information System requests. Provide advice and guidance to internal and external customers on all matters concerning the update of information held on the Police National Computer.

- c) Prioritise all new warrants according to current NPCC guidelines, completing risk assessments, categorising according to Warrant Priority Matrix and ensuring the appropriate tasking and allocation of warrants. Liaise with Local Policing teams, Area Inspectors, Operational Police Officers and Custody Staff when enquiring about warrants, investigating all available information in conjunction with the Partner Agency Consort Team and Experian. To ensure staff have the appropriate information available to act on.
- d) Daily responsibility for providing warrant information for courts and completing relevant indemnity documentation required by the courts. Produce a monthly audit of all warrants and liaise with issuing courts to confirm whether they remain relevant. Conduct daily audit of warrants and liaise with Warrant S.L.A. Inspectors to ensure action is undertaken in an appropriate manner.
- e) Validate, maintain and update STORM, PNC and ELVIS in relation to motorvehicles, firearms and property. Interrogate force systems and create work logs to ensure disseminated information is acknowledged and actioned in an appropriate timeframe. Action request for Information markers on vehicles, quality assure, verify and apply PNC to ensure staff have the appropriate information available to act on.
- f) Respond to PNC Broadcast message notifications within 10 minutes. Acknowledge, prioritise and action the notification ensuring that the Force Incident Manager and other relevant staff are kept up to date.
- g) Maintain and manage efficient records of Wanted and Missing persons dictated by National and Local policy. Compile and provide data concerning all Missing Persons to produce detailed reports to all Force Missing From Home Co-ordinators and the National Missing Persons Bureau.
- h) Provide a service to all members of the Force in offering a full range of services in relation to PNC, VISOR, Vehicle On-Line Descriptive Searching (VODS) and Queries Using Extended Search Techniques (QUEST) of information held on PNC Database. Provide out of hours cover for other PNC Bureau Teams. Validate and manage PNC password request from Police Officers and Staff, reset on SRG Consilidata. To ensure continued access and use of systems by all Police Staff.
- i) Quality assure requests from the National Offender Management Service and from the Probation Service relating to Prison Recall Notifications and persons unlawfully at large. Update force systems and notify Prison Recall Units to ensure timely arrest of Offenders.

- j) Undertake all responsibilities relating to information management, data quality and 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 the Home Office Code of Practice on the Management of Police Information (MoPI).

**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?).

The postholder will be required to undertake and pass all training on the use of and updating of the Police National Computer including VODS and QUEST.

The postholder will be required to undertake training and maintain a comprehensive working knowledge of a wide range of force systems including Niche, Bichard 7, Libra, Xhibit, STORM, ELVIS, Compact, PINS (Prisoner Intelligence Notification System), Experian, VISOR, SRG Consolidata, Sirene/Schengen Indormation System (SIS) and Corvus as well as Microsoft Office products.

The postholder will have a comprehensive working knowledge and experience of interpreting relevant legislation, local and national guidelines and the following Acts and Procedures.

Criminal Justice Act 2003 & Court disposal procedures.

Data Protection Act 1998

Magistrates' Court Act 1980

Home Office Schedule of Recordable Offences

Home Office / NPCC Guidelines

HMCS Warrant Handling Strategy

PNC Code of Practice 2005

Protection of Freedoms Act 2012, family Law Act 1996

Schengen (Article 26, 32, 34, 36, 38)

The postholder will have a good working knowledge and interpretation of the following Acts and Procedures:

Police and Criminal Evidence Act 1994

Misuse of Computers Act

Staff need to be able to interpret and review substantial amounts of complex data held across multiple computer systems, ensuring the highest level of accuracy is maintained when updates are applied to these systems.

Able to make decisions and act upon own initiative when necessary

Good verbal and written communication skills are required in order to provide accurate and timely advice to staff needing assistance, to disseminate information quickly and effectively and to provide feedback on missing or inaccurate information on forms sent into the PNC Bureau.

Staff will need to be self-motivated, punctual and flexible as they are working on a small team working 24/7. They will also be required to work under pressure for sustained periods to meet deadlines.

**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 the PNC Bureau Supervisor.

Direct supervision is not available outside normal office hours and weekends. Postholders are expected to work within all Merseyside Police policies and National procedures & policies under their own initiative during this time.

**(c) Other Contacts:**

**(i) Within Merseyside Police:**

Daily contact with Areas and Departments of Merseyside Police in order to maintain, update and advise with regard to PNC, Warrants, International Conviction requests, Sirene/Schengren Alerts, Prison Recall Notifications.

(ii) ***Outside Merseyside Police:***

As and when required contact with Other Police PNC Bureau's, Other Force Warrant Departments, National Enforcement Service, National Identification Service, DVLA at Swansea, other law enforcing agencies such as HM Customs and Excise, Department of Works & Pensions, BTP, Port Police and Tunnel Police. Home Office PNC Services at Hendon Data Centre, Crown Court and Magistrates' Court, Crown Prosecution Service, DWP, Probation Service, Prison Service, Defence Solicitors, NCA Sirene Bureau, ACRO, Coroners Department, National Registrar of Deaths, local hospitals and childcare facilities with regards to persons reported missing from such premises in order to maintain and update PNC records.

**5. CONTEXT:**

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

Accurate management and maintenance of information onto multiple computer systems, involving a wide range of subjects for local and national use. Operating on an 18 week shift rota, providing a 24 hr service 7 days a week.

The post-holder will be the central point for advice and support for all matters concerning the PNC, Prison Recalls, Unlawfully at Large, Sirene/Schengren Information System, Detained persons, Wanted persons, Missing persons, Warrants, Photographs and Vehicles, VISOR and PROTECT, VODS and QUEST, PNC Password Resets, Prison Licences, Bail Conditions, Orders (e.g. Non-Molestation/Occupation, Criminal Behaviour, Injunction, Licensing, Harassment, Football Exclusion), ACRO International Convictions.

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

Works within current legislation concerning law and order, Home Office directives and NPCC policy guidelines to defined PNC Data Operations Procedures and Objectives. Responsible for ensuring that the Force and national systems have accurate and up-to-date information 24/7. Failure to maintain such a service will impact significantly on operational policing and the criminal justice system.

Force and national policies and procedures plus internal procedures as approved by PNC & Data Access Manager

Legislation and procedures are subject to periodic review and, when necessary, internal change. The post-holder may originate the concept of change.

- (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:** 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 personnel in the Bureau, the effectiveness of the police service is greatly enhanced both locally and nationally.

Responsibility for full research and application of data to PNC and RMS Niche. The post-holder must be vetted to Security Clearance level.

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

The role of the PNC Bureau Operator has a direct impact on the effectiveness of operational policing and in maintaining public safety. Any errors in the updating of PNC or Warrants could expose the Force to Civil Litigation for the inaccurate recording of data under the Data Protection Act or for wrongful arrest. There are also significant potential issues in terms of public and officer safety from inaccurate information or delays in updating National Systems.

As supervision is only available between 0800 hrs and 1700 hrs Monday to Friday the post-holder must be able to make decisions and act upon their own initiative when necessary. The role also acts as a central point of contact for a variety of functions and needs to be able to give advice and guidance to officers and staff on how to complete numerous forms and access appropriate data.

**8. ADDITIONAL INFORMATION:**

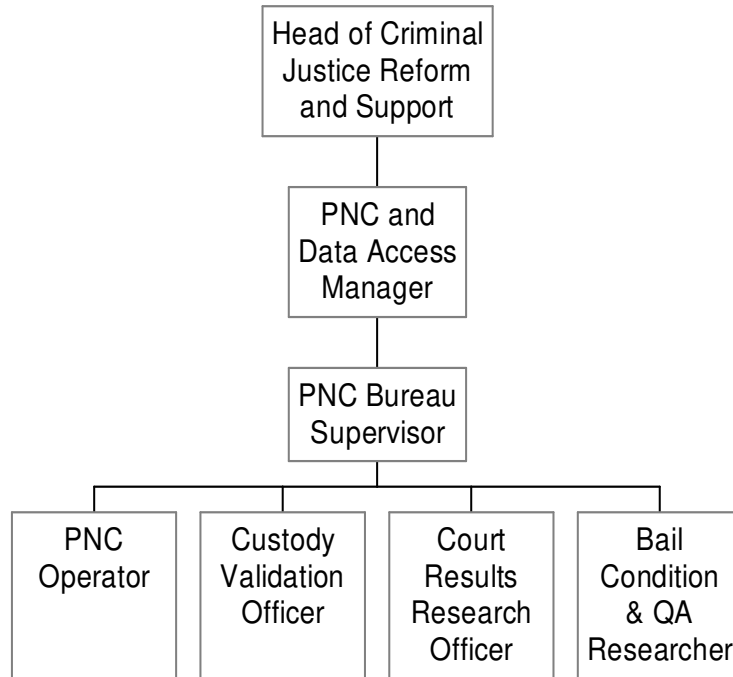
(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

A shift allowance is payable to post-holders who work the 18 week shift cycle.

There may be a requirement to undertake duties of a commensurate level, subject to the exigencies of the department.

**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