



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q)

DIRECTORATE: Deputy Chief Constable

STRAND/DEPT: Professional Standards (PRS)

**SECTION: Professional Standards Department (PSD) –
Support & Assessment Unit**

JOB TITLE: Support & Assessment Officer

REPORTS TO: Sergeant Support & Assessment Unit

CURRENT RANK/GRADE: Grade D

VETTING LEVEL: Management Vetting

DATE: March 2026

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

To be responsible for the day-to-day system management of the Centurion IT System.
To be an integral part of a team that identifies, research and processes information relating to individuals; miscellaneous, complaint and conduct matters; lessons learned and other information as deemed relevant thus ensuring the highest levels of integrity, professionalism and behaviour throughout the Force.

2. PRINCIPLE ACCOUNTABILITIES: (Describe the important end results you are expected to achieve)

- a. Create files in respect of new miscellaneous, complaint and misconduct matters, in accordance with prescribed timescales, to ensure the Centurion database is up to date and new cases are recorded and allocated in a timely fashion.
- b. Undertake analysis and compile reports for the PSD Command Team and in response to Freedom of Information and Subject Access request applications. Undertake research, write SQL queries and SAP Crystal Reports to extract data for sharing with key stakeholders.
- c. Administer the Centurion IT system including the maintenance and validation of data sets; restricting and de-restricting access of the system to ensure its appropriate use.
- d. Oversee Centurion upgrades, liaising with ICT and FIS to ensure an effective and secure system is maintained. Undertake testing of Centurion including pilots of upgrades.
- e. Ensure all NICE Investigate records relating to Professional Standards are ingested and archived when required and related data removed from local server storage.
- f. Advise staff in relation to the use of Centurion thus maximising system capabilities.

- g. Assist in the running of Misconduct Hearings & Meetings, including the management of all parties and associated administrative tasks both pre and post proceedings.
- h. 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
- i. of Policing, including the Home Office Code of Practice on the Management of Police Information (MoPI).

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 should be qualified to A-Level / Level 3 equivalent or some experience in a systems / research environment.
- The postholder should be skilled in relevant IT systems and in a position to understand the capabilities of such systems as a means of providing research material.
- Knowledge of the IOPC Statutory Guidance to the Police Service on the handling of complaints; Police Conduct Regulations including updates and amendments, Police Performance Regulations and the Code of Ethics.
- Ability to communicate both verbally and in writing.
- To have interpersonal skills with the ability to deal with people at all levels of the organisation, members of the public and outside agencies such as IOPC, FIS and HMICFRS.
- To be self-motivated with an ability to plan and organise workloads following direction from PSD Supervision, and to be able to develop processes.
- Be capable of exercising initiative and able to work with minimal supervision whilst planning and organising their own workload to meet departmental objectives.

3b. Police Powers Required: (Does your post require any Police Powers, and if so, what are they, and why are they necessary?)

No police powers

4. RELATIONSHIPS:

4(a) Supervisory Responsibilities

The postholder directly supervises:

- N/A

4(b) Supervision Received

The post holder is expected to operate with minimum supervision in their own area of responsibility but will be accountable to the Sergeants Support & Assessment Unit.

4(c) Other Contacts

(i) Within Merseyside Police

- Police Officers and Support Staff of all ranks/ grades
- Police Federation, staff associations and networks
- All departments and strands within the Force in relation to a variety of issues.
- HR, Legal Services, Corporate Development, and Training

(ii) External to Merseyside Police

- Independent Office for Police Conduct (IOPC)
- HMICFRS
- Crown Prosecution Service
- College of Policing
- Other police forces and regional PSD networks
- Local authorities and partner agencies
- Home Office (as required)
- All the above are regular contacts to deal with relevant matters and to exchange information. This list of outside contacts is not exhaustive.

5. CONTEXT:

5(a) Operating Environment

Working within the Force flexi-time system, with a requirement to work outside normal hours or at another location if necessary.

5(b) Framework and Boundaries

The postholder should ensure that PSD working practices are in line with legislative/statutory requirements, the Standards of Professional Behaviour, Police Performance regulations and the Code of Ethics.

The postholder will also be required to work in accordance with the Data Protection Act and Human Rights Act.

Staff will need an excellent knowledge in respect of the legislative requirements for complaint and conduct matters when recording and updating the Centurion database and liaising with internal / external customers.

Staff will need a working knowledge of legislation and Force policy in respect of the retention and destruction of files.

5(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

- N/A

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

There will be an expectation that the postholder will come in to contact with matters of a highly confidential, sensitive nature.

It is anticipated that PSD Management will require research actions to be completed at short notice. The postholder will be expected to be flexible in order to respond to ever changing priorities.

The postholder must be able to problem solve and have a high degree of resilience to meet demanding targets and timescales.

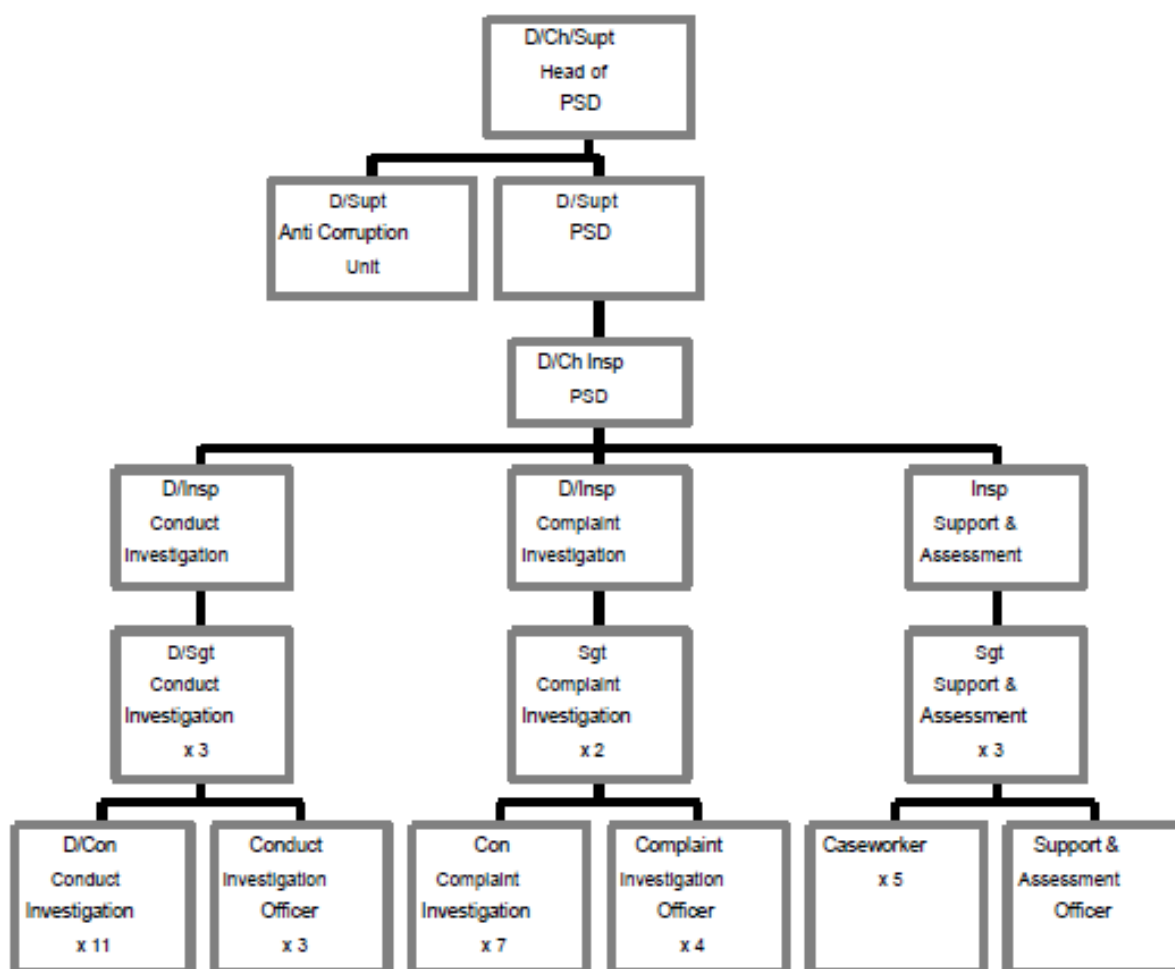
8. ADDITIONAL INFORMATION: (Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

- The role requires the highest levels of integrity, impartiality, and resilience.
- The postholder must be capable of working under pressure and managing sensitive information responsibly.
- The position plays a critical role in maintaining public trust and ensuring Merseyside Police operates with professionalism, fairness, and accountability.
 - The postholder must be able to travel between Departments/ outside agencies as and when required.

9. VETTING LEVEL:

Management Vetting (MV) requirement

10. ORGANISATIONAL STRUCTURE:



11. 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: