



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE:

AREA/DEPT: Response & Resolution

FAU:

SECTION: Alarms Unit

JOB TITLE: **ALARMS POLICY OFFICER**

REPORTS TO: Support Manager

CURRENT RANK/GRADE: **B**

DATE: February 2022

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

To provide a comprehensive administration service for the NPCC Intruder Alarms Policy

2. PRINCIPAL ACCOUNTABILITIES:

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

- a) Check and process all alarm applications utilising BACs system, calculating costs of administration fee for the Merseyside area.
- b) Update and maintain Storm Alarm database to maintain accurate records of approximately 35,000 alarm systems and produce warning/ withdrawal/reinstatement letters to alarmed premises, including mapping new alarm locations onto Storm, updating IT department for correct recording of location.
- c) Open and organise daily correspondence and send out confirmation correspondence and renewal fees in relation to Smoke Cloak, Lone worker devices and other forms of alarms.
- d) Deal with written and digital correspondence from Alarm companies, members of the public and police departments and where required type letters and emails ensuring a prompt reply in accordance with the Alarm Policy and police response.

- e) Complete a daily run of alarm activations, reviewing the data and making the decision as to what shall be recorded as genuine use of alarm or false alarm activation and recorded on Storm Alarm database accordingly.
- f) Deal with telephone and email enquiries from Alarm companies, members of the public and police employees providing information and accurate advice regarding NPCC policy.
- g) Produce accurate monthly statistical information (performance data for the Alarm unit).
- h) Completion of alarm audits when required, to maintain an accurate database of all alarm records.
- i) Collate and quality assure personal documents of potential alarm company applicants, such as driving license, passports and utility bills, before sending for Vetting.
- j) In the absence of the line manager, for periods such as short term sickness or annual leave, make decisions regarding NPCC Alarm Policy to ensure quality of service to the public and security industry.
- k) 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

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?).

A working knowledge of the NPCC Intruder Alarms Policy and all of its requirements. Also knowledge of working procedures of alarm companies and Force Control room.

Good listening skills and an ability to explain policies and decisions clearly whilst remaining calm and trying to placate customers.

Excellent administration, organisation and time management skills, particularly in relation to the management of workload.

Working knowledge of Storm, Storm mapping system, Microsoft Outlook and Microsoft Excel, plus good keyboard skills.

Proven ability to communicate both verbally and in writing to be able to present information with clarity.

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:

Supervision is received from the Support Manager but discretion to work on own initiative to manage own workload

(c) Other Contacts:

(i) Within Merseyside Police:

Control room staff on a daily/weekly basis to liaise regarding policy and crime prevention issues.

Police officers seeking advice on policy.

(ii) Outside Merseyside Police:

The post holder is expected to interact with other Forces and external organisations in respect of issues relevant to the role.

Liaison with members of the public regarding policy.

5. CONTEXT:

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

The post holder will work within the Force Flexible Working Hours policy but is expected to be flexible to meet any exceptional demands placed on the force or department

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

The post holder will operate within the Force policies and procedures. Work within the NPCC Intruder Alarm Policy.

(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: Control Room, Police Officers, Alarm Companies and Public

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

Remaining aware of new developments in security industry and effect on alarms policy so as to administer policy effectively.

Explaining policy decisions to members of the public that may be unhappy with the decision made. Explaining why this has been the decision and remaining calm.

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).

This is a specialist post due to the nature of the work, as no other staff in the force are trained for this post

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