

Eastern Region Special Operations Unit



ROLE PROFILE

Role Title:	Control Desk & Research Officer (CDO)
Rank/Grade:	Scale 5/6
Job Family:	ERSOU Border Policing
Reporting to:	Regional Ports Co-ordinator
Main purpose of the role:	To assist the Regional Senior Ports Officer (RSPO), Senior Ports Officer (SPO) and Duty Supervisors (DS) to deploy resource to demand and manage risk by providing support to the daily co-ordination and deployment of regional and/or local frontline CT Border policing resources.

Key Responsibilities

- Preparing a 'Pre-shift tasking sheet' for each port within the region detailing all the pre-planned tasking and alerts expected for their shift, allowing Ports Duty Supervisors to allocate resources accordingly
- Ensuring all CT Port's alerts, referrals and taskings are received and actioned by working closely with each Ports Duty Supervisor (including General Aviation/General Maritime where appropriate).
- Providing 'live-time' Schedule 7 development and verification research support to frontline officers by performing background checks on multiple data bases.
- Maintaining and updating the National Daily Log with all activities taking place at the ports across the region.
- Maintaining a daily record of resources on the Daily Log.
- Proactive Manifest Research when required.
- Responding to 'basic' requests for information around the performance of the regional CT Borders unit.

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
• None	• None

Agile Working	To be decided
Psychological Assessment	To be decided
Return on Investment	To be decided
Limited Duties	To be decided

Entry Requirements

- Able to adapt and work in a fast-paced operational environment.
- Excellent organisation, administrative and communication skills
- Good attention to detail and diligent record keeping
- Experience using planning and scheduling tools
- Excellent IT skills

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- Ability to assess requests and manage competing priorities according to a given framework (action management)
- Administrative experience working in a fast paced environment
- Experience of working in Ports and Border Operations within the Counter Terrorism network and background knowledge or understanding of resourcing is desirable.

Any other General Requirements/Scope

- Confidentiality must be maintained at all times. This post is deemed to be a designated post.
- Vetting clearance is a pre-requisite of employment in designated posts and the post holder will be subject to Developed Vetting which will be reviewed every 7 years.
- This post is part of the ERSOU – CT Policing based within Eastern Region Ports but the post holder may be required to travel for business purposes within Eastern Region or possibly nationally to attend training courses.
- This role requires the post holder to have a valid UK driving licence / the ability to travel.
- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder will be required to work office hours
- The post holder will occasionally be required to work additional hours.
- This role requires use of the Police National Database
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

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Personal Qualities(Behavioural Competencies)

Technical Skills and Behavioural competencies may be used for promotion / recruitment / selection / PDR processes

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

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I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.