

ROLE PROFILE



Role Title:	DBS Practitioner
Rank/Grade:	Scale 3/4/5 / Scale 3-4 / A3
Job Family:	Operational Support
Reporting to:	DBS Supervisor
Main purpose of the role:	To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies. To provide a competent service to Disclosure and Barring service customers and partners, in order to protect children and Vulnerable Adults. To provide administrative support to enable the efficient provision of service and ensure that Service Level Agreements are met.

Key Responsibilities	
<ul style="list-style-type: none"> • Compile and assess sensitive disclosures, ensuring their validity, accuracy and relevance, whilst adhering to the Quality Assurance Framework for presentation to the Office Supervisor and Manager for processing/authorisation. • Providing advice to police and staff on all aspects of disclosure matters and information on related policy regarding disclosure issues. • Managing own case-loads, ensuring the timeliness and quality of information input in accordance with the required standards, including auditing DBS vetting procedures to ensure accuracy and relevance. • Dealing with DBS disputes as required. • Completing departmental administrative duties as required in order to record receipt, process, results, redaction and ultimately preparing disclosure reports for review by a supervisor and/or disclosure unit manager. • Update/amend systems local systems and PNC with updated/accurate information • Responsible for conducting Common Law Police Disclosure (CPLD). • Liaising with management from other local and national authorities and specialist police teams as required. • Processing statistical information on performance and efficiency. Liaising with and providing feedback to nominated force personnel in relation to disclosure performance standards. • Implementing and interpreting changes in procedures and guidelines as appropriate. • Dealing with enquiries of an urgent, sensitive and confidential nature. • Any other duties that are commensurate with the role and grade as may be requested by line management. 	

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

Entry Requirements
<ul style="list-style-type: none"> • A good standard of education to at least GCSE standard or equivalent. • Knowledge of relevant legislation (D). • Attention to detail. • Ability to work effectively as part of a team. • Ability to work on own initiative, effectively prioritise work and work to strict deadlines. • Practical experience of IT packages, including database use and interrogation. • Analysis and evaluation of data and presentation of the findings in a structured way. • A high level of integrity and confidentiality. • Good standard of written and verbal communication for correspondence and reports and be able to speak to people face to face and over the telephone clearly and concisely. • Minimum of 12 months working within a vetting environment (D). • Ability to display a logical, clear-thinking and decisive approach in a professional, understanding manner whilst obtaining and assessing information. <p>The DBS Caseworker currently in Beds and Cambs are evaluated on a linked grade as there is progression to the next grade providing Level 2 competency is fully evidenced:</p> <p>Level 1 after 6 months practical experience</p> <ul style="list-style-type: none"> • Full understanding of Police National Computer (PNC) and all other all other applicable databases once training has been completed. • The ability to work unsupervised, using initiative when required.

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- The ability to read, digest and evaluate extensive computer and paper files.
- Show confidence in processing DBS applications at initial stage.
- Show the ability to be trained to process DBS applications up to disclosure stage.
- Awareness of the principles of Equal Opportunities and the Data Protection Act.
- The ability to maintain a high level of concentration during periods of repetitive work, whilst ensuring a high level of accuracy and attention to detail is applied at all time.
- The ability to recognise that the applicant and colleagues are from a diverse background with varying lifestyles, whilst not allowing their prejudices to influence their decision making process.
- Able to start working towards building competency file to progress to the next stage.
- Adhere to the QAF when completing DBS applications.
- Capable of assessing information and forming a judgement.
- Ability to demonstrate excellent interpersonal, communication and customer care skills.

Level 2 Fully competent (Progression to Career Grade Stage 2, dependent upon meeting following criteria)

- Evidence of 2 years' experience of interrogating systems, retrieving information and handling caseloads to conclusion.
- PDR evidence of writing twenty disclosure reports with 95% accuracy.
- Evidence of high level of judgement and concise decision making skills.
- Sound awareness of Data Protection Act and implications.
- Full understanding of the capacity of the systems and retrieval of information through casework.
- Full understanding of Quality Assurance Framework and associated legislation.
- Evidence of assisting or mentoring new members of staff up to disclosure stage.
- Able to work with minimum supervision.
- The ability to demonstrate level of resilience in order to deal with information relating to graphic, distressing and disturbing incidents on a day to day basis. The ability to locate documentation and present it appropriately (including any redacting or other Data Protection requirements) for onward transmission to the DBS.
- General understanding of legislation.

Any other General Requirements/Scope

- Will this role require the use of own car? No, but will need the ability to travel across the three Forces. If the use of own car required, business insurance needs to be organised by the individual.
- Will the post holder be required to work shifts? No
- Will the post holder be required to work in different locations? If so, where? Yes. Across BCH.
- Will the post holder be required to work additional hours? As per contractual arrangements.
- Does this role require use of the Police National Database? Yes
- Vetting required, as advised by the vetting unit.
- 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.
- A full driving licence or ability to travel between stations will be required. If the post holder use's their own transport then business insurance will need to be organised by the individual.

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)

Serving the public

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.

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