



## ROLE PROFILE

<b>Role Title:</b>	<b>Indexer with Action Management</b>
<b>Rank/Grade:</b>	<b>Sc5, Sc4/5, A3</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>Senior Indexer</b>
<b>Main purpose of the role:</b>	Provide effective specialist support to the investigation of major crime or the operation of a casualty bureau by creating and searching records of data in the various indices of HOLMES. Undertake the role of Action Manager. To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies.

<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Research, index and create indices, actions, sequence of events in accordance with document manager's instructions and complying with Major Incident Rooms Standardised Administration Procedures (MIRSAP).</li> <li>• Take a pro-active role in identifying investigative opportunities within a major crime enquiry through independently identifying vital links in the evidence and information available and taking appropriate action. Prepare briefing documents at the direction of the senior indexer or office manager.</li> <li>• Undertake, in relation to statements, officers' reports and sequence of events, criminal intelligence analysis and chart production using the HOLMES 2 Graphical database.</li> <li>• Attend incident briefings and contribute to the overall investigation, liaising with intelligence units and the Force Intelligence Bureau.</li> <li>• Assist investigating officers with file preparation, disclosure and data protection issues, the latter in accordance with legislation and force policy.</li> <li>• Assist in the setting up of a Casualty Bureau or Joint Intelligence Group (JIG) with associated tasks. Once set up, to undertake research, indexing and administrative tasks in accordance with Casualty Bureau and JIG procedures.</li> <li>• <b><u>Action Manager</u></b></li> <li>• Continually research the Action queues, assess the Actions and, if necessary, update their priorities, i.e., high, medium, low, in accordance with the policy laid down by the SIO. Move the Actions to the appropriate queue. Maintain a structure of classes and sub-classes on HOLMES 2 to assist in prioritising Actions.</li> <li>• Assess the 'For Allocation' queue. To avoid duplication of effort, a number of Actions may be allocated to the same officer(s) according to their skills. This may be determined by the locality or the nature of the Action. Ensuring that all the necessary documents relating to the subject of the Action are issued with it or are available for viewing. The officer undertaking the enquiry should then have all the relevant information available. Continually monitor High Priority Actions</li> <li>• Liaise with the SIO and identify Actions which are to be Pended or Referred. Maintain appropriate queue for those Actions where enquiries cannot be completed until a future date. Regularly and in line with the SIO's policy, discuss with enquiry officers any difficulties or problems which may prevent them completing their allocated Actions. Ensure all resulted Actions have been finalised satisfactorily.</li> </ul>	
<p><b>These key duties and responsibilities are intended only as a guide to the main responsibilities of the post and are not intended to restrict the scope of the postholder to perform other duties. Additional responsibilities for the postholder may be agreed on an individual basis and recorded as part of the annual performance review.</b></p>	



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<b>Agile Working</b>	
<b>Psychological Assessment</b>	
<b>Return on Investment</b>	
<b>Limited Duties</b>	

<b>Financial e.g. limits/mandates</b>	<b>Non-financial e.g. staff responsibility</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>

<b>Entry Requirements</b>
<ul style="list-style-type: none"> <li>• Good standard of written and spoken English</li> <li>• Experience of updating and researching complex windows-based computerised databases</li> <li>• Accurate keyboard and word processing skills</li> <li>• Ability to recognise links between data from a variety of sources.</li> <li>• Able to work with minimum supervision.</li> </ul>

<b>Any other General Requirements/Scope</b>
<b>Location: Welwyn Garden City HQ or Hinchingsbrooke</b> <b>Hours: Shift pattern spanning 8.00am to 7.00pm with some weekend working</b>

<b>Personal Qualities(Behavioural Competencies)</b>
<b>We are emotionally aware</b> 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.
<b>We take ownership</b> 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.
<b>We are collaborative</b> 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.
<b>We deliver, support and inspire</b>



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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**

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.