



ROLE PROFILE

Role Title:	PNC and Business Services Practitioner
Rank/Grade:	Scale 4/5 / Scale 3/4 / A3
Job Family:	Operational Support
Reporting to:	PNC and Business Services Supervisor
Main purpose of the role:	The role of PNC and Business Services Practitioner is to update and interrogate the PNC (Police National Computer), BCH Force and other systems in order to assist BCH in the reduction and prevention of crime and safeguarding. To help BCH to achieve the PNC Code of Practice Standards in all areas of timeliness and accuracy of the PNC. Practitioners undertake investigative searches of the PNC and other databases as required, and carry out additional business services tasks such as Alarms and Sigs. To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies.

Key Responsibilities	
<ul style="list-style-type: none"> • Maintain and update the PNC Computer System and Associated Systems: • Conduct all core PNC business tasks and associated business tasks including but not limited to: PNC updates, administration, and MoPI. • Utilise information provided by Police Officers, HM Courts & Tribunals Service (HMCTS) and other agencies approved by the Officers and Staff and all our partners. • Collate, assess and validate all details received for Nominal, Vehicle and Property files from throughout the three forces, verifying the accuracy of such information using the Force computer systems, creating the necessary reports for PNC and other operational systems. • Maintain and update other computer systems as required, and ensure that electronic and paper filing systems are effectively maintained in line with MoPI. • Ensure the above is done in a timely manner and in accordance with all relevant Force policies and legislation. • Ensure accurate recording of warrants on Police National Computer (PNC). Interrogating PNC and ensuring that appropriate documentation is completed for cancellations. • Act as liaison with appropriate non-police agencies such as Hendon Data Centre (HDC) and non-police prosecuting agencies when conducting searches, updates and deletions. • Administer, monitor and maintain all records, systems and databases appropriately. • Manage incoming queries and requests for information from PNC, Force systems and other data sources: • Provide support and assistance by handling intelligence and crime enquires from within and outside BCH, ensuring that information is disseminated correctly according to GSC markings and handling codes. • Interrogate the available BCH computer systems and databases, extracting information correctly in order to provide an efficient service to officers, police staff and other outside agencies. Undertake specialist investigative and speculative searches where required. • Submit requests for information to partners and other agencies and ensure that the results of enquiries are disseminated appropriately to those requiring them. • Promptly respond to requests for information from within BCH and outside agencies. • Provide advice on all operating aspects of PNC to other users throughout the BCH • Maintain accurate records of searches done for evidential purposes. • Perform the above role in support of on-going tactical priorities and operations wherever required. • Assist in conducting Audits, Quality checks and updates. • Support the ongoing development of PNC through the implementation and maintenance of local and national procedures and guidelines: • Assist in the implementation of new procedures and guidelines affecting PNC as directed locally and nationally. • Provide advice to other users in BCH regarding PNC related protocols and good practice. • Identify and report any data quality concerns in respect of PNC. • Support new PNC Operators through the provision of peer-to-peer training and mentoring. • Court resulting. 	



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- Maintain Data Quality and carry out MOPI RRD as required.
- Manage Associated business Systems:
- Undertake a broad range of administrative business support tasks, such as activities relating to, SID documents, quality assurance checking, the receipt and execution of warrants, Hotlists and PND diversion
- Collate and Compile data to supply businesses with information
- Liaise with other Police Forces, Magistrates' Court and Crown Court personnel as necessary regarding status of warrants.
- Any other duties that are commensurate with the role and grade as may be requested by line management

Agile Working	
Psychological Assessment	
Return on Investment	
Limited Duties	

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

Entry Requirements
<ul style="list-style-type: none"> • GCSE (or equivalent) in Mathematics and English at Grade C or above • 1 years' experience of collating data. • Attention to detail, accuracy and cognitive reasoning /ability at using databases • High level computer literacy, capable of using and applying processes through more than one system concurrently • Communication skills (written, verbal and listening), including an effective telephone manner. • Good interpersonal skills. • Able to work effectively as a member of a team. • Problem solving skills. • Ability to deal with confidential and highly sensitive material. • Good planning and organisational skills. • Educated to A Level standard or equivalent (D) • Experience of police systems and criminal justice processes (D) • Experience of data analysis and presentation of management information. (D)

Any other General Requirements/Scope
<ul style="list-style-type: none"> • A full driving licence or ability to travel across the three Forces is required. If using a private vehicle, business insurance needs to be organised by the individual. • Requirement to work a shift pattern. • Requirement to work across Bedfordshire, Cambridgeshire and Hertfordshire as required • 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.
Obligatory Requirements
<ul style="list-style-type: none"> • 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)

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

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.