

## Eastern Region Special Operations Unit



### ROLE PROFILE

<b>Role Title:</b>	<b>Technical Support Officer (ERSOU)</b>
<b>Rank/Grade:</b>	<b>SO1</b>
<b>Job Family:</b>	<b>Technical</b>
<b>Reporting to:</b>	<b>Unit Manager – Technical Surveillance Unit</b>
<b>Main purpose of the role:</b>	To contribute to the effective prevention and detection of crime by providing the facility for lawful gathering of video, audio and photographic evidence and other information. To contribute to the ROCU's vision to protect the communities within the eastern Region from Serious and Organised Crime. To support the ROCU's mission and values.

### Key Responsibilities

- To maintain the availability and serviceability of all equipment within the unit to permit immediate deployment.
- To advise officers on the availability and appropriateness of items of technical equipment and to ensure appropriate authorisation in order to assist effective investigation.
- To construct and adapt audio, visual, and other technical equipment in order to meet specific operational requirements.
- To conduct on-site feasibility studies into the installation, use and retrieval of technical equipment to be used in criminal investigations in order to obtain maximum benefit to those investigations.
- To carry out the installation and retrieval of technical equipment with appropriate levels of secrecy, in order to assist investigations.
- To make best use of technology and methods of digitally moving data.
- To carry out duties within the parameters of RIPA and associated legislation and to deal with members of the public sensitively and appropriately.

<b>Financial e.g. Limits/Mandates</b>	<b>Non-Financial e.g. Staff Responsibility</b>
• None	• None

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

### Entry Requirements

#### Essential:

- Experience of electronics, video and audio equipment.
- Experience of networks and communications data.
- Ability to understand relevant legal requirements, including Home Office Guidelines.
- Full Driving licence.

#### Desirable:

- Experience of working in an environment supporting serious and organised crime investigations
- Experience of surveillance and working 'on target'
- Knowledge of the operational police use of firearms

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#### Any other General Requirements/Scope

- Due to the nature of the role the post holder will be required on occasion to work different hours to their roistered pattern and unsociable hours.
- The post holder will be required to work across the Eastern Region as operationally required..
- A full driving licence will be required. If the post holder use's their own transport then business insurance will need to be organised by the individual.
- The post holder may be required to work additional hours but this will be agree in advance in conjunction with the unit manager and the post holder.
- The post holder will be required to pass a Pre Selection Technical Assessment.
- The post holder will be required to successfully pass the following Training Courses, TSU Volume Crime, TSU Tactics – delivered by the College of Policing, then further advancing courses in techniques delivered in house, or by external companies.
- The post holder expected to handle equipment within a Workshop and Garage environment.
- Vetting is 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

- 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 consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

#### **We take ownership**

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

#### **We are collaborative**

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

#### **We deliver, support and inspire**

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

#### **We analyse critically**

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

#### **We are innovative and open-minded**

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.