

## ROLE PROFILE



<b>Role Title:</b>	<b>PNC and Business Services Practitioner</b>
<b>Rank/Grade:</b>	<b>Scale 4/5 / Scale 3/4 / A3</b>
<b>Job Family:</b>	<b>Operational Support</b>
<b>Reporting to:</b>	<b>PNC and Business Services Supervisor</b>
<b>Main purpose of the role:</b>	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.

<b>Key Responsibilities</b>	
<p><b>Maintain and update the PNC Computer System and Associated Systems:</b></p> <ul style="list-style-type: none"> <li>Conduct all core PNC business tasks and associated business tasks including but not limited to: PNC updates, administration, and MoPI.</li> <li>Utilise information provided by Police Officers, HM Courts &amp; Tribunals Service (HMCTS) and other agencies approved by the Officers and Staff and all our partners.</li> <li>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.</li> <li>Maintain and update other computer systems as required, and ensure that electronic and paper filing systems are effectively maintained in line with MoPI.</li> <li>Ensure the above is done in a timely manner and in accordance with all relevant Force policies and legislation.</li> <li>Ensure accurate recording of warrants on Police National Computer (PNC). Interrogating PNC and ensuring that appropriate documentation is completed for cancellations.</li> <li>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.</li> <li>Administer, monitor and maintain all records, systems and databases appropriately.</li> </ul> <p><b>Manage incoming queries and requests for information from PNC, Force systems and other data sources:</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>Submit requests for information to partners and other agencies and ensure that the results of enquiries are disseminated appropriately to those requiring them.</li> <li>Promptly respond to requests for information from within BCH and outside agencies.</li> <li>Provide advice on all operating aspects of PNC to other users throughout the BCH</li> <li>Maintain accurate records of searches done for evidential purposes.</li> <li>Perform the above role in support of on-going tactical priorities and operations wherever required.</li> <li>Assist in conducting Audits, Quality checks and updates.</li> </ul> <p><b>Support the ongoing development of PNC through the implementation and maintenance of local and national procedures and guidelines:</b></p> <ul style="list-style-type: none"> <li>Assist in the implementation of new procedures and guidelines affecting PNC as directed locally and nationally.</li> <li>Provide advice to other users in BCH regarding PNC related protocols and good practice.</li> <li>Identify and report any data quality concerns in respect of PNC.</li> <li>Support new PNC Operators through the provision of peer-to-peer training and mentoring.</li> <li>Court resulting.</li> <li>Maintain Data Quality and carry out MOPI RRD as required.</li> </ul> <p><b>Manage Associated business Systems:</b></p> <ul style="list-style-type: none"> <li>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</li> <li>Collate and Compile data to supply businesses with information</li> <li>Liaise with other Police Forces, Magistrates' Court and Crown Court personnel as necessary regarding status of warrants.</li> <li>Any other duties that are commensurate with the role and grade as may be requested by line management.</li> </ul>	

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

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

Any other General Requirements/Scope
<ul style="list-style-type: none"> <li>Will this role require the use of own car? No, but a full driving licence or ability to travel across the three Forces is required. If the use of own car required, business insurance needs to be organised by the individual.</li> <li>Will the post holder be required to work shifts? Yes</li> <li>Will the post holder be required to work in different locations? If so, where? Yes. Across BCH.</li> <li>Will the post holder be required to work additional hours? As per contractual arrangements.</li> <li>Vetting required, as advised by the vetting unit.</li> <li>The post holder will be expected to undertake training as and when required.</li> <li>The post holder will be expected to comply with health and safety requirements.</li> </ul> <p><b>Obligatory Requirements</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>There is a requirement for the role holder to meet the probationary objectives set.</li> </ul>

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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.