Job title: PNC Support Officer
Grade: SCALE 3/SCALE 4
Role code: EOP0323
Status: Police Staff
Home Office code: Organisational Support

Main purpose of the role:
Ensure accuracy and integrity of data held within PNC and provide a timely and effective enquiry and update service in relation to storage of data and release of information held on PNC and related systems, in accordance with legislative requirements and national and local policy, to support the effective delivery of operational policing objectives for Essex Police.

Main responsibilities:
- Interrogate and analyse data held within computerised systems and manual records in response to requests for information in line with PNC and Essex Police procedures, to provide a comprehensive data sharing service to Police Officers.

- Update computerised systems in relation to information received from operational policing divisions, Registered Sex Offenders with information received from Police Officers in relation to RSO, and all other PNC update and enquiries in accordance with relevant legislation, National and Essex Police policy, ensuring that information is relevant, accurate and accessible to appropriate parties.

- Ensure data security in accordance with Essex Police and PNC procedures, by performing necessary security checks in relation to callers requesting information held on a variety of databases including PNC, to maintain integrity of systems.

- Create and distribute, or receive and re-transmit messages and information generated from computerised systems and faxes relating to crime and operational policing, in order to ensure appropriate communication and action takes place.

- Ensure PNC records are updated in relation to outcomes being notified by the court system, and liaise with the Public Protection Team in relation to violent and sexual offenders, in order to ensure systems are maintained consistently to support operational policing and improved public safety.

- Liaise with police officers within Essex Police and other forces to clarify details held on computerised information systems in order to ensure accuracy and integrity of information.

- Investigate queries raised by the Vetting Unit in response to information held by Essex Police being challenged, in order to clarify information and ensure accuracy and reliability of information held.

- Validate system generated reports designed to remove records on a regular basis, against Registered Sex Offender personal records to ensure registration period is correct and accuracy of data is maintained.

- Undertake training necessary to maintain effective working knowledge of systems, and share knowledge by training and coaching colleagues in the use of relevant computerised information systems, in order to contribute to consistent service delivery.

- Undertake administrative and clerical duties as directed in support of PNC updating and data quality activities such as management and distribution of PNC DAF prints; sending appropriate reminders and taking subsequent PNC updating activities as necessary.


Vetting level:
Management Vetting required.

**Necessary experience:**

Effective communication and interpersonal skills, including written, active listening, and excellent keyboarding skills, as PNC is a national system used by individual forces adopting local procedures.

Ability to interpret and analyse data, investigating and resolving inconsistencies

Effective team working, being flexible and adaptable, in order to provide a reactive and responsive service

Good problem solving abilities are required, with the ability to make decisions based on assessment of facts and potential risks

Computer literacy is essential, ideally with experience of using databases

A good standard of numeracy and literacy

Ability to prioritise workload, whilst ensuring all parts of the role are covered

Ability to handle sensitive and confidential information appropriately

Experience of providing good customer service

Understanding and application of relevant legislation, data protection and policy guidelines with the ability to remain appraised of any changes to these.

Ability to tutor colleagues to operate computerised systems

Vetting level: Management level clearance, with a vetting assessment every 12 months. National security vetting clearances reviewed every 5 years.

Progression Criteria for PNC Support Officers Scale 3-4

**SCALE 3**

Has attended all PNC data enquiry courses (excluding VODS and QUEST)

Has attended the other relevant operators courses (either run internally, or externally by an approved trainer)

- WM & DD Update - Vehicles and Property Update - Offence Processing

Has attended all required relevant non-PNC courses (including all NCALT packages)

Has successfully completed the probationary period

- Sound competence in effectively handling all PNC enquiries from internal sources.

- Demonstrates confidence and care in dealing with telephone callers.

- Demonstrates accuracy and consistency when data inputting

- Undertakes all updating relating to vehicle, names and property transactions.

- Is confident and competent to use all local and national systems as required including (but not exclusively) Athena, Bichard 7, Visor, PND etc.

- Works effectively and efficiently with the minimum of supervision.

- Shows initiative and commitment.
- Organises and plans own workload.

SCALE 4

Has attended and passed a VODS and QUEST courses

Progression to Scale 4 will take place when the above competencies have been evidenced and:

- Demonstrates consistent and effective use of all speculative search facilities including VODS, QUEST #TE etc.

Each post-holder is responsible for maintaining a portfolio that evidences their skills/abilities/competencies, in order to progress through their career structure grade. All progression for this role will be assessed through the e-PDR process.

Behaviours:

Analyse Critically (Level 1)

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.

Collaborative (Level 1)

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.

Deliver, Support and Inspire (Level 1)

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.

Emotionally Aware (Level 1)

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.

Innovative and Open-minded (Level 1)

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 for 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.
Take Ownership (Level 1)

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.

Values:

Impartiality (Accredited)

I take into account individual needs and requirements in all of my actions. I understand that treating everyone fairly does not mean everyone is treated the same. I always give people an equal opportunity to express their views. I communicate with everyone, making sure the most relevant message is provided to all. I value everyone's views and opinions by actively listening to understand their perspective. I make fair and objective decisions using the best available evidence. I enable everyone to have equal access to services and information, where appropriate.

Integrity (Accredited)

I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. I demonstrate courage in doing the right thing, even in challenging situations. I enhance the reputation of my organisation and the wider police service through my actions and behaviours. I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. I am open and responsive to challenge about my actions and words. I declare any conflicts of interest at the earliest opportunity. I am respectful of the authority and influence my position gives me. I use resources effectively and efficiently and not for personal benefit.

Public Service (Accredited)

I act in the interest of the public, first and foremost. I am motivated by serving the public, ensuring that I provide the best service possible at all times. I seek to understand the needs of others to act in their best interests. I adapt to address the needs and concerns of different communities. I tailor my communication to be appropriate and respectful to my audience. I take into consideration how others want to be treated when interacting with them. I treat people respectfully regardless of the circumstances. I share credit with everyone involved in delivering services.

Transparency (Accredited)

I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. I am clear and comprehensive when communicating with others. I am open and honest about my areas for development and I strive to improve. I give an accurate representation of my actions and records. I recognise the value of feedback and act on it. I give constructive and accurate feedback. I represent the opinions of others accurately and consistently. I am consistent and truthful in my communications. I maintain confidentiality appropriately.

Technical skills:

Health & Safety (Level 3)

Has a basic understanding of Health and Safety issues affecting the current role and working environment. Takes responsibility for personal safety and the safety of others. Aware of hazards and reports problems identified to line manager. Understands and minimises the physical risk of injury through the use of proper manual handling procedures.

Information Management & Technology (Level 4)

Can conduct basic computer searches and can correctly interpret data generated. Can create and amend records, according to role requirement. Knows established rules and protocols. Understands impact of data quality, and is self-monitoring on data quality issues.

Know. of Police Environment & Policy (Level 3)
Has a basic awareness of current policing issues, the environment in which Kent Police and / or Essex Police operate and developments in the way the County is policed. Possesses sufficient knowledge of the roles of the various Areas / Departments, organisation structures and police systems to operate effectively. Understands appreciates and adheres to working procedures, practices and policies relevant to the current role. Familiar with Force goals and local business plan objectives.

Knowledge of Legislation and Policy (Level 4)

Has a thorough understanding of all legislation, policy and procedure relevant to the current role. Able to apply this and offer advice to colleagues as necessary.

Mgmt of Police Information (MOPI) (Level 4)

Full compliance with Level 3. Has successfully completed all standard relevant Information Management and Security training package(s). Accurate use of Government Security Classification (GSC). Ensures physical and digital records are stored with appropriate security relevant to the sensitivity of the documents and has working understanding of appropriate National Retention Schedules. Is able to quality assure own records management processes as well as those of any staff for whom they have supervisory responsibility. Is aware of where to seek further support in relation to Records management within force when necessary. If nominated as an Information Asset Assistant is familiar with the NPCC Information Asset Owners Handbook.

Office Technology (Level 4)

Demonstrates advanced skills in the use of one or more office software products Able to use these packages to enhance the quality or presentation of work required within the role. Manages data files and file structures. Provides on the job training and guidance to other staff in the use of specific or specialist software, if required. Familiar with established IT rules and protocols and shows a good understanding of data protection requirements.

Risk Management (Level 3)

Demonstrates an awareness of personal risk management issues, challenges or difficulties likely to affect the post holder in the execution of their duties. Able to anticipate risks likely to affect their work and knows how to communicate the likelihood and possible impacts of such events to line managers or supervisors.

National Occupational Standards: