



PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner:

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Crime Desk Officer
Generic Role Profile:	<i>Select one of the below</i> Business Support Operational
Salary Band:	Grade 5
Operational / Non Operational Role	(State operational or non operational)
Vetting Level:	
Reporting to:	(State supervisor role)
Specific Role Purpose:	<p>All staff within Force Contact are responsible for delivering three key missions - regardless of role. These are:</p> <ol style="list-style-type: none">1. To answer the phones as quickly as possible2. To dispatch resources to incidents as quickly as possible3. To record and investigate crime thoroughly <p>The Crime Desk element of Force Contact is primarily responsible for the 'record and investigate crime thoroughly element of our mission, although there will be a requirement to support the other strands to ensure effective service delivery.</p>
Key Responsibilities:	<ul style="list-style-type: none">• Recording crimes in accordance with Home Office counting rules.• Utilising all relevant force systems to record crimes appropriately.• Utilising the Grading Framework to identify the most appropriate service option where resolution is not possible at first point of contact.• Make clear, timely, decisions ensuring all calls for service are assessed, graded and dealt with in line with National Decision Model (NDM), THRIVE+ and Force Policy to a level which enables the safe and effective allocation of appropriate resources.

Date:
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	<ul style="list-style-type: none"> • Impartially follow all reasonable lines of primary investigation to gather material which has a bearing on an investigation, including victim and witness statements, and the identification of other relevant evidence [such as CCTV]. • Complying with the Victim’s Code to support victims according to their diverse needs, allowing them to give their best evidence. • Complying with all relevant legislation, including the Police and Criminal Evidence Act 1984, The Criminal Procedure and Investigations Act 1996, and the Data Protection Act 1998. • Maintain accurate and up-to-date records of all decisions, ensuring compliance with HOCR, NCRS, and Force Policy. • Prepare and submit statements, reports, and intelligence reports using appropriate IT systems. • Conducting virtual investigations, which may include (list not exhaustive): <ul style="list-style-type: none"> ○ Taking statements from victims ○ Securing and preserving evidence ○ Conducting vulnerability assessments • Supervise crime investigations by setting investigation plans for officers to follow • Make key decisions regarding the future investigation of crimes i.e. filing, and inform the victims. • Maintain an up to date understanding and access of all operating systems, protocols, policies and procedures relevant to Force Contact responsibilities. • Gather and record intelligence with the purpose of preventing, reducing and detecting crime. • Maintain compliance with Crime Data Integrity (CDI), Home Office Counting Rules (HOCR), National Crime Recording Standards (NCRS), and National Standards of Incident Reporting (NSIR), through risk based auditing processes and giving advice and assistance to officers and supervision on all departments. • Review incident logs to determine whether a crime, non-crime or no crime has occurred. • Identify and generate actions for officers, documenting rationale, and providing feedback regarding the non-compliance of an incident log or crime report. Ensure non-compliant logs are compliant with policy and
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	<p>legislation before closure.</p> <ul style="list-style-type: none"> • Directly input and validate crime/non-crime records to ensure data quality and integrity. • Use Connect and ControlWorks to create, assess and validate crime/non-crime records, ensuring compliance with Home Office Counting Rules (HOCR), National Crime Recording Standards (NCRS) and National Standards of Incident Reporting (NSIR). • Direct input into CONNECT (of both crime and non-crime), create crime/non-crime records, and link fields within the People, Object, Location, Event (POLE) store to ensure the content, quality and data integrity are in line with relevant policies. • Process, review, and validate all crime classification requests, detected outcomes, and administrative crime cancellations in accordance with HOCR/NCRS and Force Policy. • Process, review and validate or reject all relevant outcomes submitted. • Make final decision on crime cancellations submitted. This will be for codes C1, C2, C3 and C4. Ensure decisions are accurately recorded. • Process, review and validate or reject all crime reclassification requests for the consideration of Audit and Compliance. • Communicate and co-ordinate with OIC's to enhance learning and maximise outcomes for the force. • Process flagging requests to add and/or remove officers from access or owner lists as well as restrict / derestrict crime records with necessary authority. • Assist in delivering the three key missions including supporting delivery of incoming request for service channels as required.
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SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
<p>Knowledge & Experience <i>This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.</i></p>	
<p>Essential:</p>	<ul style="list-style-type: none"> • Ability to write clear, concise and accurate reports • Experience of working in an environment dealing with the public • Working knowledge of confidentiality and data protection issues • Be willing to successfully undertake any training requirements in respect of the role, which will include: <ul style="list-style-type: none"> ○ West Midlands Police IT Systems training

	<ul style="list-style-type: none"> ○ Investigation module ● Experience of working effectively in a team
Desirable:	<ul style="list-style-type: none"> ● Investigation and evidence gathering experience ● Previous experience in criminal law and criminal justice system ● Working knowledge of the Police and Criminal Evidence Act ● Knowledge of police policy and procedures in relation to the role ● Experience of dealing with conflict ● Experience of working in a multi-agency environment, working with partner agencies
Skills <i>This section should detail the competency requirement which could be developed through non formal training. e.g. effective time management, influencing and negotiating, effective communication including written and verbal.</i> <i>Refer to skills database for core operational skills</i>	
Essential:	<ul style="list-style-type: none"> ● Competent IT skills ● Excellent communication skills both written and verbal ● Self-motivation skills and able to contribute to problem solving activity ● Experience of effectively managing workloads
Desirable:	

Hours of Work and Flexibility:	
Agile Work Style: (if applicable)	'Hot Desk'

Restriction Level:	For staff roles relating to restriction levels only, e.g. DEO
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