

WEST MIDLANDS POLICE JOB DESCRIPTION



Post Title: Criminal Records Officer

Department: Information Management

Section: Disclosure and Barring Service (DBS)

Location: West Midlands Police Headquarters (Lloyd House)

Grade: 4 (SCP 16 – 21)

1. JOB PURPOSE

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions by processing and issuing DBS checks for England, Wales, the Channel Islands and the Isle of Man. DBS also prevents unsuitable people from working with children and/or vulnerable adults through its barring function.

The role of Criminal Records Officer is to process applications for Enhanced DBS checks in relation to persons wishing to work with children and/or vulnerable adults. The role requires an individual who is able to interrogate complex Police computer systems and databases to check for relevant information held against a DBS applicant in line with the Quality Assurance Framework (QAF). Once the information has been gathered, a detailed risk assessment needs to be conducted to establish an applicant's suitability to work with vulnerable groups in accordance with relevant legislation. The role requires a highly motivated individual who is confident working in a target driven environment whilst maintaining high levels of accuracy through their decision making.

2. PRINCIPAL DUTIES AND RESPONSIBILITIES

- a) To search, interrogate and extract information from various Police systems and databases to identify records held in relation to the DBS applicant. To analyse and evaluate all information found from varied sources using the National Quality Assurance Framework (QAF) and prepare the Audit Trail (AT) document, presenting all relevant information clearly and concisely in the Hit Relevance Table, summarising all relevant factors and considerations within the report.

- b) Use decision making skills to analyse, risk assess and determine whether the relevant information recorded on the AT document can be discarded and if so, clearly document the rationale for discarding relevant information in accordance with QAF.
- c) To escalate the DBS application to a Decision Maker in a timely manner, with the appropriate briefing report to support the disclosure decision, when the information cannot be discarded (disclosure is required).
- d) To liaise with internal colleagues, DBS, other forces and external agencies in respect of the work of the Unit, either in person, by phone or via e-mail to obtain further information in relation to decision making and maintaining contact to ensure these requests are returned in a timely manner.
- e) To provide advice and guidance on DBS to internal departments, external agencies and members of the public either in person, via phone or via e-mail.
- f) To receive all DBS applications via the DBS IT system, ensuring that the information on the application is accurate, that the applicant is eligible to apply and the applications are resulted correctly when returned to DBS.
- g) To identify applications that require returning to DBS as 'conflict' applications for clarification of information given or omitted, to ensure that all information systems are searched using all names the applicant may have used both past and present.
- h) To ensure the correct disclosure of information on DBS certificates by ensuring that all relevant records held on the Police National Computer are updated and resulted correctly by liaising with the PNC Bureau.
- i) To identify and appropriately escalate data quality issues and duplicate nominal records to the Records Management Team to ensure the quality of West Midlands Police data is accurate and compliant with the Management of Police Information (MOPI)
- j) To handle sensitive and confidential information in an appropriate manner, including the redaction of sensitive or confidential information from documentation where appropriate, to ensure compliance with the Data Protection Principles at all times.
- k) To remain attentive whilst processing a large amount of data to ensure accuracy and demonstrate a strong commitment to delivering a high-quality service in order to properly safeguard vulnerable groups.
- l) To strive to achieve the Unit's Service Level Agreements by managing and prioritising own workload to ensure all performance targets and business objectives are met.
- m) To carry out any other duties which are consistent with the nature, responsibilities and grading of the post.

3. KNOWLEDGE AND EXPERIENCE

Essential Requirements

- i.) Ability to complete research, assess and evaluate data
- ii.) Ability to collate and present findings in a structured report demonstrating high levels of accuracy and attention to detail
- iii.) Ability to demonstrate decision making skills and the ability to make accurate choices
- iv.) Experience of communicating with a range of individuals/organisations to obtain information either by telephone, in writing or face to face.
- v.) Computer literate and ability to use several complex computer packages simultaneously
- vi.) Demonstrate high levels of integrity and confidentiality
- vii.) Ability to work with minimal supervision and organise and prioritise own work
- viii.) Ability to work under pressure and meet targets / deadlines / service level agreements / key performance indicators.

4. RELATIONSHIPS

(a) Supervisory responsibilities:

No direct supervisory responsibilities.

(b) Supervision received:

Reports to the Team Leader (or Trainer whilst on a probationary period) however is required to work on own initiative with minimal supervision.

(c) Other contacts:

(Examples include but are not limited to)

i.) Within West Midlands Police:

Regular contact with Officers in Charge of live investigations, Public Protection Unit, Online Child Sexual Exploitation Team, Regional Organised Crime Unit, Force Intelligence Bureau, Prison Intelligence Unit *(this list is not exhaustive)*.

ii.) Outside West Midlands Police:

Regular contact with members of the public, other Police forces, Social Services, Local Authority Designated Officer, His Majesty's Prison and Probation Service, Employers, Professional Regulatory

Bodies, Solicitors, Members of Parliament (*this list is not exhaustive*).