



Role title:	Criminal Data Section Caseworker
Grade & salary:	Grade D (£18,531 - £22,833) per annum
Working hours/shift pattern:	37 Hours per week
Additional allowances:	N/A
Location:	North Division Headquarters (Chesterfield)
Post reports to:	Criminal Data Supervisor
Suitable for job share or part time:	Yes
Other considerations (e.g. travel)	Force Flexible Working will apply. Working days are Monday to Friday (with an occasional requirement to cover Saturdays) Possibility in the future of a relocation to Ripley Headquarters
Date last reviewed:	September 2020

Purpose and Description of Job Role:

To create and maintain records on both local and national computer systems and to carry out general clerical duties within the Criminal Data Section.

As part of the Criminal Data Section team you will assist the Force to achieve national targets and performance indicators for entering and resulting cases on the Police National Computer and bringing offenders to justice.

Specific Roles and Responsibilities:

The role of Criminal Data Section Caseworker includes updating PNC (Police National Computer) ensuring accuracy, in compliance with stringent target and performance indicators and ensuring the integrity of the recording/detentions meets the standards of the Force, ensuring accuracy and efficiency.

The role also deals with requests from internal and external departments/agencies to supply documents/files. This could entail retrieval from offsite storage and the update of the storage data base, to identify paperwork required.

This will also include liaising with Hospital Trusts and Doctors Surgeries in the request for medical evidence to assist with charging decisions, as well as monitoring the Criminal Data inbox, and other clerical duties as part of the role.

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Skills & Experience Required:

Essential:

- GCSE English Language Grade C/4 or above or equivalent qualification or previous experience of producing written correspondence and reports.
- Creating, updating and retrieving computerised information.
- Receiving and checking information for content and accuracy.
- Maintaining both paper and digital files/records.
- Written and oral communication skills.
- Ability to prioritise and plan own workload.
- Ability to problem solve.
- Experience of meeting targets and deadlines.
- Experience of working as part of a team.

Desirable:

- Experience of working within the Criminal Justice System
- Experience with using Police Computer Systems

Personal Qualities:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

Acting with Integrity: Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

Working with Others: Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

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Problem Solving & Innovation: Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

Planning and Organising: Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

Communicating & Influencing: Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

Personal Development: Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

Delivering Results: Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

Customer Focus: Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

Operational & Technical Awareness: Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.

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