Job Description

HOLMES Indexer

Post Number:	HU155
Grade /Scale:	3
Weekly Hours:	22.2
Department:	Major Crime Holmes Department
Location Work Base:	Beaumont Leys Police Station
Status:	Established
Responsible To:	Holmes Supervisor
Job Role/Purpose:	You'll index, record and research data on HOLMES databases within the Major Incident Room (MIR) ensuring the accuracy and effective recording of information making the data easily retrievable. You'll also provide support to the Holmes Supervisor on Major Incidents and maintain/review all data entered onto the Holmes2 database to ensure its accuracy and quality.
Health and Safety:	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
Contacts:	SIO's, Enquiry Teams, Major Incident Room Staff both Police and Support Staff, other associated departments within EMSOU Major Crime.
Equality and Diversity:	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people.

Person Specification

Essential Criteria *A clear definition of the necessary criteria.*
Knowledge/ Education (including qualifications): • Hold a GCSE (Grade C/4 or above) in English Language or have work experience to this standard.

Work Experience:

- Previous work in a busy, confidential office environment, involving administrative procedures (e.g. photocopying, filing, telephone enquiries and typing correspondence).
- Experience working in a role accurately inputting data and searching/retrieving information from computerised databases.

Personal/Interpersonal Skills, Aptitudes:

- Excellent organisational skills prioritising and managing own workload in a highly pressurised environment.
- Strong interpersonal skills including working effectively within a team and taking a proactive approach to problem solving.

Special Skills:

- Good working knowledge of IT software including Microsoft Word, Excel and have a high standard of keyboard skills including word processing and typing.
- High attention to detail ensuring accuracy in all tasks undertaken and able to work in a methodical and diligent manner.
- Willing to work irregular extended hours, including weekends and prepared to travel to other incident rooms within the region to perform the role of indexer.
- Hold a full driving licence and have own vehicle for work purposes*

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria
Where available, elements that contribute to improved / immediate performance in the job.

Work Experience:

- Previous experience of MIR procedures.
- Awareness of the Major Incident Room Standardised Procedures (MIRSAP) and Leicestershire Police Major Crime policy.
- Sound working knowledge of investigative procedures.

Special Skills:

- RSA 2 Typing or equivalent.
- Be HOLMES trained to Indexer level.

Core Responsibilities/ Accountabilities

Operational:

- Research, register and index all relevant information in accordance with Major Incident Room Standardised Administrative Procedures (MIRSAP) from documentation within a HOLMES Major Incident Room (MIR). By inputting and processing as instructed by the Receiver/Document Reader/Office Manager to maintain an accurate and comprehensive computerised database for the effective management of an investigation.

- Raise Actions for investigation by Enquiry Officers working within the major incident environment in accordance with parameters laid down by the SIO, then subsequently to record and process any further information obtained as a result of these enquiries.
- Research and analyse data to identify areas for further investigation to assist the Enquiry Officers and by drawing any important matters to the attention of the SIO via the HOLMES Supervisor.
- Checking for anomalies within the database and bringing these to the attention of the HOLMES Supervisor or Office Manager to ensure the maintenance of an accurate and effective database.
- Deal with and process sensitive documentation whilst maintaining the appropriate level of confidentiality.
- Undertake the above mentioned tasks on both new enquiries and enquiries which are under review (to include cases which have been re-opened).
- When competent in the role of Indexer, to provide assistance and advice to other less experienced Indexers as necessary.

Communication:

- Receive telephone calls within the MIR from members of the public and record these details accurately to ensure that all resulting enquiries are dealt with expeditiously and effectively.

Administration:

- Undertake general clerical duties (photocopying, filing etc) as required to maintain the effective and efficient operation of the MIR.

General:

- Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.
- In the event of no MIR work, undertake any other duties and support the work of the Crime Support Department as deemed appropriate and commensurate with the level of the post.
- Support the Holmes 2 Casualty Bureau as required.

Competencies and Values

The competency and values framework set out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non-policing roles see here: Competency and Values framework

We analyse critically
We are innovative and open-minded
We are emotionally aware
We take ownership
We collaborate
We support and inspire

All competencies are underpinned by 3 Values that should underpin everything that we do:

Respect and Empathy

Courage Public Service
Other
Security Check Levels refer to vetting for the specific levels that relate to this job role: • Management Vetting (MV) • Security Check (SC) Due to the vetting level required for this role, applicants must have 5 years' continuous residency in the UK.