



Job Description

Title: Crime Bureau Investigator

Post Number:	H1729
Grade /Scale:	Grade 4 £21,135 – 23,409 (SCP 14-17)
Weekly Hours:	37 hours per week (Shift pattern covering 7am-10pm Mon-Sun)
Department:	Crime and Intelligence Directorate, Crime Bureau
Status:	Established
Responsible To:	Crime Bureau Team Leader
Responsible for:	No staff supervision
Job Role /Purpose:	To take reports of crime over the telephone ensuring that recorded crimes are classified in accordance with Home Office Counting Rules. To act as the initial investigator, determining the most appropriate response for each crime, this may include identifying and recording potential lines of enquiry as appropriate and making appropriate referrals to relevant teams. Allocate crime and non-crime reports to the appropriate team. To liaise with and provide a professional service to colleagues across the force, external agencies, and other forces. Link and validate suspect and property, update entries within crime recording systems. Ensure that all decisions on crime and non-crime reports are appropriately recorded. To use relevant IT systems to manage calls and recording of crime in compliance with local, regional, and national guidelines.
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:	Members of the public, police officers and police staff of the Force. Staff and officers within the Crime Bureau, users at all levels, suppliers, other police forces and external organisations.
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

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

- To be qualified to GCSE minimum Grade C/4 or equivalent in English Language or have experience requiring the use of English Language to that standard

Work Experience:

- Experience of receiving information, identifying salient points, drawing conclusions, and initiating appropriate action
- Have experience of communicating effectively by telephone and/or radio systems

Personal / Interpersonal Skills, Aptitudes:

- Have effective listening and oral communication skills and ability to adapt particularly in a diverse and often challenging environment
- Able to work effectively as part of a team
- Experience providing a high level of service to customers, maintaining contact, ascertaining their needs, and providing an appropriate response
- Have a willingness to embrace change, a flexible attitude to working hours and an understanding of working shifts
- Have an ability to manage difficult conversations
- Proven ability to deal with a conflict, emergency, or stressful situations
- Have a level of awareness of equality and diversity issues

Special Skills:

- Ability to use Windows based computer systems and accurately record and retrieve data.

** 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:

- Experience of dealing with a wide cross section of the public.

Personal / Interpersonal Skills, Aptitudes:

- To be Command & Control, Niche, Compact, PNC & Genie trained.

Special Skills:

- To have experience using current Microsoft Office based word processing computer systems.
- To have experience of working in a similar environment that provides a service to customers in emergency situations
- To have knowledge of legislation in relation to crime
- To understand National Crime Recording Standards and Home Office Counting Rules
- Have experience using Police IT systems in particular the Command & Control and crime and intelligence systems
- To have knowledge of Management of Police Information (MOPI)
- Knowledge of legislation relating to Data Protection and the Freedom of Information

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

Core Responsibilities/ Accountabilities

Operational:

Primary Responsibilities

- To take reports of crime over the telephone ensuring that recorded crimes are classified in line with national & local compliance standards
- To act as the initial investigator, utilise the solvability / allocation matrix, determining the most appropriate response for each crime; complying with investigative standards guidance. This may include identifying and recording potential lines of enquiry as appropriate and making appropriate referrals to relevant teams.
- Allocate crime and non-crime reports to the appropriate team.
- To liaise with and provide a professional service, to colleagues across the force, external agencies and other forces.
- Link and validate suspect and property update entries within crime recording systems.

- Ensure that all decisions on crime and non-crime reports are appropriately recorded.
- To use relevant IT systems to manage calls and recording of crime in compliance with local, regional and national guidelines.

Communication:

- To resolve telephone calls from the CMD / Interactive Voice Recognition / external contacts regarding a member of the public who is reporting a crime or non-crime that does not require attendance.
- To answer, investigate and resolve enquiries and demonstrate ownership of each call & for other forms of contact.
- To provide help advice and reassurance to customers ensuring that their needs and expectations are properly assessed & recorded and the appropriate service offered.

Administration:

- To ensure that crime records and information systems are accurately maintained in a timely manner.
- To deal with defined tasks in respect of crime recording and queries raised by victims.

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Personal Values /Competencies

The competency and values framework sets 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 are collaborative
We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

Integrity
Impartiality
Transparency
Social responsibility

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

1) Please select one - Recruitment Vetting (RV) [] []

2)

Date line manager checked vetting level needed :

Car User: Yes / No x - Essential /Casual Allowance {per mile / day etc}: Please enter text here

Budgetary Management: Yes / No x Budget Value approximate value £ Please enter text here

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