



Job Description

Title – Document Manager

Version - 1 Date - 20/05/2018

Post Number:	HU135
Grade /Scale:	S02
Weekly Hours:	37 hours
Department:	EMSOU Major Crime
Status:	Established
Responsible To:	DCI Major Crime/ Office Manager, Major Incident Room
Responsible for:	The initial and continuing direction of a major investigation by providing and being responsible for the appropriate management of information, documents and actions within the Major Incident Room in order to develop the enquiry.
Location Work base:	Beaumont Leys and any other EMSOU major incident room as required
Job Role /Purpose:	Major Incident Room Document Manager - To perform the role of Receiver or Document Reader or Action Manager within the Major Incident Room as deemed appropriate by the Senior Investigating officer. To assist in preparing and co-ordinating the setting up of the Major Incident Room at the outset of an enquiry.
Contacts:	S.I.O's, Inspectors, Sergeants, Constables, Support Staff, Team Leaders, Support Staff Managers, Members of Community including those with professional occupations.
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):

1. To be educated to GCSE grade A in the English language or to be able to demonstrate ability at that level.
2. Have previous experience of using HOLMES and working within a homicide or complex investigation team. Qualities of flexibility, dedication and teamwork will be key aspects of this important role in striving to detect homicides.

Work Experience:

3. Experience of working in an environment of investigation demonstrating accomplished analytical and investigative skills to be used in a formal or legal process.
4. To be computer literate and be able to demonstrate a working knowledge of Microsoft office Applications.
5. Experience of using the police Holmes Computer System for Major Incident Rooms and Casualty Bureau.
6. Has previous experience of MIR procedures.
7. Is conversant with the Major Incident Room Standardised Procedures (MIRSAP), and Leicestershire Police Major Crime policy.

Personal / Interpersonal Skills, Aptitudes:

8. Demonstrate a high level of interpersonal and communication skills and an enquiring mind, with the ability to get along with people and to be assertive when required.
9. The ability to collate, analyse and evaluate large volumes of information, use own initiative and judgement in the analysis, interpretation and use of information. Demonstrate the ability to work under pressure, to be able to plan and organise the workload whilst meeting deadlines and to work unsupervised individually or as part of a team.
10. Shows excellent attention to detail and has the ability to identify errors and or inaccuracies in a wide variety of information.

Special Skills:

11. Hold a full and valid driving licence for motorcars and to have use of own vehicle for police purposes as required. When operations dictate, to work irregular, extended hours including weekend working (not exceeding the working time directive) at any location within Leicestershire as directed by the Management Team.
12. Has previous experience of the role of Major Incident Room Office Manager, Receiver, Document Reader and Action Manager in a Major Incident Room.

Other:

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

Desirable Criteria

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

Knowledge/ Education (including qualifications):

1. Have an understanding of disclosure issues.

2. Have an understanding of Exhibit issues.

Work Experience:

3. Has experience of managing several complex homicide investigations as a Detective Sergeant or Document Reader.
4. Has experience of managing several long-term or multi-handed homicide investigations as a Detective Sergeant or Document Reader.
5. Demonstrate a working knowledge of criminal law and of the criminal justice system.
6. Experience of undertaking a supervisory investigative role and communicating with a wide range of people at all levels and in the production of clear, concise and accurate records, letters and reports.
7. Must have a working knowledge of the Data Protection Act and issues surrounding confidentiality of information.
8. To have awareness of policies in relation to Equal opportunities and diversity.
9. To have a flexible approach to problem solving.
10. Demonstrate a good track record of investigative experience.

Personal / Interpersonal Skills, Aptitudes:

11. Has experience of managing a diverse team with varying skills and degrees of ability as a Detective Sergeant or Document Reader.

Special Skills:

Other:

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

Core Responsibilities/ Accountabilities

Operational:

- 1 Prioritise and decide the way all documentation is handled.
- 2 Receive and assess all documentation and ascertain whether any urgent actions should be raised in order to develop the investigation.
- 3 Receive completed and returned Actions from Outside Officers, ensuring it has been completed correctly and identifying any further issues or Actions arising.
- 4 Decide and endorse all documentation as appropriate, for example, 'Sensitive' etc.
- 5 Ensure any copy documentation issued with an Action is returned in accordance with GPMS.
- 6 Assesses, on instructions from the SIO, Actions to eliminate persons, indicating the appropriate code for an Indexer to enter on the Nominal Record.
- 7 Assess all documents received for security issues and indicate marking required under GPMS.
- 8 The post holder performs a key decision maker role in the investigation and will be expected to exercise a degree of judgement and initiative in the identification of further lines of enquiry and linked information/intelligence, in raising relevant Actions to further the investigation and in the prioritisation and allocation of Actions. These decisions impact significantly on the investigation. Receive and read messages, electronic transmissions and documents not for typing, arranging for any actions to be raised and indicating any part to be indexed.
- 9 Perform the role of receiver/message assessor as appropriate in a MIRWEB, when one has been activated
- 10 To be responsible for the Management of Actions within the Major Incident Room, Research the Action queues, assessing their priority in accordance with current lines of enquiry and other pertinent issues, as directed by the SIO.
- 11 Maintain the pending queue for those Actions where enquiries have been started but cannot be completed until a future date and maintain the for referral queue for those Actions, which are not to be allocated.
- 12 To be responsible for the allocating of individual actions to the enquiry teams, to have an understanding of the individual skills and experience of the enquiry team personnel and of the area where the offence occurred. Ensures all relevant information, documentation and intelligence is available.
- 13 Continually research the Action queues.
- 14 Ensures, through allocation of the task, that Actions relating to i.e. unidentified persons or vehicles are researched (through interrogation of relevant IT systems) in an attempt to identify such persons or vehicles.
- 15 Reads all information (statements, documents, interviews, etc.) that comes into the Major Incident Room, after being seen by the receiver, and decides what further Actions should be raised in order to assist the investigation.
- 16 Identify the priority of any document and to change priority level where appropriate.
- 17 Identifies new lines of enquiry.
- 18 Annotates existing Actions, Index records and documents with new relevant information.
- 19 Creates summaries of statements, documents, etc., either during graphical mark-up or via the state of indexing, to assist in the compilation of a file and the role of the Disclosure Officer.
- 20 Researches, by interrogating relevant information systems, intelligence or information pertaining to the document currently being read, in order to identify links

in information or particular line of enquiry.

Indicates, either manually or graphically on the HOLMES system, information, which is to be Indexed or highlighted relating to a particular line of enquiry or other piece of relevant information.

Management/Leadership:

Be able to direct Sergeants and Constables regarding the most appropriate, professional and proper use of HOLMES, ensuring legitimacy, accountability and professionalism.

Technical:

Be able to effectively use the HOLMES system and other force computer software such as Niche and DEMS for example in order to maintain the adequacy and effectiveness of the role.

Communication:

- a. Liaise with outside agencies e.g. Forensic Science Service /victim's/witnesses as appropriate in relation to the gathering of evidence.
- b. Liaises closely with other members of the Major Incident Room in order to maintain current knowledge of lines of enquiry, relevant information and intelligence.
- c. As required attend court and give evidence in relation to those aspects of any investigation which are within the post holder's personal knowledge or in which the post holder has had any involvement during the investigative process.
- d. Possesses an appreciation of the need for confidentiality.
- e. Attend all briefings by the S.I.O.

Administration:

General:

- a. A flexible approach to working hours will be required.
- b. Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.
- c. The post may involve travel around the county for which a Police Authority owned vehicle will be provided. There may however be occasions when you will be required to use your own vehicle for which a casual car user allowance will be paid.
- d. Must be prepared to work in the evenings as part of a day and late team where necessary due to operational commitments and occasional weekend working.

Other:

The post holder may be required to undertake further training to develop additional skills.

This role description will develop along with the changing demands of policing reflected in Force Objectives and priorities. This is an incremental development post with the post holder starting in the bottom role of Document Reader, and then when having achieved a satisfactory level of competence within that role, undertake the post of Action Manager and finally Receiver. The post will have a sliding pay scale in line with the different roles. The post holder will be expected to have achieved the required standard of development in each role to be undertaking the role of receiver within 12 months of employment.

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

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) or Management Vetting (MV) X
- 2) Please select one - Counter Terrorist Checks (CTC) or Security Check (SC) X
- 3) Please select one - Developed Vetting (DV) or N/A

Date line manager checked vetting level needed :

Car User: Yes X / No - Essential /Casual Allowance {*per mile / day etc*}: Casual User.

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

Additional Information:

Reasonable adjustments

Organisation Chart

Manager Level

Team Leader Level

Supervisor Level

Administration
Level

Administration
Level

Administration
Level

Clerk Level

Clerk Level

Clerk Level