



<b>Role title:</b>	Regional Control Desk / Research Operator
<b>Grade &amp; salary:</b>	Grade E - £19,317 - £24,273
<b>Working hours/shift pattern:</b>	37 hours per week. Working between 08:00 – 18:00 Monday – Friday.
<b>Additional allowances:</b>	N/A
<b>Location:</b>	East Midlands Airport
<b>Post reports to:</b>	Duty Detective Sergeant
<b>Suitable for job share or part time:</b>	Yes
<b>Other considerations (e.g. travel)</b>	Successful candidates will be required to undergo DV + SC vetting checks.

Please note that, due to the nature of security checks undertaken, applicants must have 3 years continuous residency in the UK up to the date of the application and Home Office approval for indefinite leave to remain within the UK.

All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.

**Date last reviewed:** 20<sup>th</sup> August 2018

## Purpose and Description of Job Role:

To support EMSOU-SB and to assist the Regional Senior Ports Officer in deploying resources to demand and manage risk by providing research capability for CT Border Policing, and to have direct involvement in the daily co-ordination and deployment of regional CT Border Policing resources in response to demand and risk.

## Specific Roles and Responsibilities:

- Prepare a 'pre-shift' tasking sheet for the Port(s) within the region detailing all the pre-planned tasking and alerts expected for the shift, allowing supervisors to allocate resources accordingly.
- To attend meetings as required.
- Ensure all CT Ports alerts, referrals and taskings are received and actioned by working closely with each Ports Duty Supervisor.
- Provide 'live-time' Schedule 7 deployment and research to support front line officers by performing background checks on multiple databases.

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- To provide manifest research where required.
- To maintain and update the Regional Daily Log of all activities taking place at the Port(s) across the region.
- To liaise with partner agencies / colleagues to ensure an exchange of intelligence / best practice.
- Routinely gather and submit performance data to meet local, regional and national requirements.
- To undertake specific research, drawing on open and closed source information in order to obtain the latest research and data available.
- To provide a focal point for partner agencies / CT network / colleagues by responding to the telephone, e-mail and other forms of contact with the Regional Control Desk. To react accordingly with this information.

#### **Further Information:**

The post holder will access information that is sensitive on a regional and national basis. They will be expected to observe high levels of discretion and confidentiality. Staff are required to work in line with relevant police legislation/policies including Management of Police Information, Freedom of Information Act, Data Protection Act and the Official Secrets Act.

#### **Skills & Experience Required:**

##### Essential:

- Educated to GCSE (Grade C or above) in English Language and Maths or equivalent work-based experience to include research of statistics and the correct interpretation of narratives.
- Have a working knowledge of the CONTEST strategy and requirements of the National CT Border Policing Network
- Demonstrate the ability to accurately record data.
- Demonstrate experience of data collection and research skills from multiple datasets and formulating logical conclusions in an information environment.
- The ability to produce research products with the appropriate level of assessment and validation of information within.
- Experience of communicating effectively at all levels of the organisation both orally and in writing identifying relevant points and making recommendations to colleagues.
- A comprehensive knowledge and working experience of the Microsoft applications and other databases that hold complex information.
- Proven ability to prioritise demanding and competing workloads in high-pressure environments with minimal supervision.
- Experience of working in a dynamic environment with changing priorities.
- Hold a full driving licence and willing to travel on occasions both regionally and nationally (Reasonable adjustments considered under the Equality Act 2010).

##### Desirable:

- Knowledge / Experience of working in Ports and Border Operations
- Knowledge / Experience of working within the CT network
- Experience of using legislation to access data held by other agencies, public authorities and businesses.
- Knowledge of relevant legislation, (i.e. CPIA, ECHR, RIPA, Data Protection, MOPI)

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- Knowledge and understanding of open source and/or social media applications to assist in research and data collection techniques.
- Some background knowledge or understanding of resourcing in a large-scale organisation.
- To be trained in the use of CLIO and NCIA.

EMSOU-SB is committed to equal opportunities and welcomes applications from suitably qualified people from all sections of the community in an effort to reflect the diversity of the community we serve. As part of this commitment, all applicants with a disability who meet the essential criteria for any police staff post will be invited to interview.

## 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.

**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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