



## Job Description

### Title: Crime Bureau Investigator

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<b>Post Number:</b>	H1729
<b>Grade /Scale:</b>	Grade 4 £21,135 - £23,406 (SCP 14-17) pending a 2.1% pay award 14% shift allowance plus weekend working at x1.5
<b>Weekly Hours:</b>	37 hours per week (Shift pattern covering 7am-10pm Mon-Sunday)
<b>Department:</b>	Crime & Intelligence Directorate, Crime Bureau
<b>Location Work Base:</b>	Leicestershire Force Headquarters
<b>Status:</b>	Established
<b>Responsible To:</b>	Crime Bureau Team Leader
<b>Job Role /Purpose:</b>	To take reports of crime over the telephone ensuring that recorded crimes are classified in. To act as the initial investigator, utilise the solvability/allocation matrix, determining the most appropriate response for each crime, complying line with national & local compliance. 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.
<b>Health and Safety:</b>	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.
<b>Contacts:</b>	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.
<b>Equality and Diversity:</b>	Actively advance diversity /equality, work towards eliminating discrimination, harassment, and victimisation and foster good relations between all groups of people.

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### 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, 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 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 used current Microsoft Office based word processing computer systems.
- Experience of working in a similar environment that provides a service to customers in emergency situations
- Knowledge of legislation in relation to crime
- To understand National Crime Recording Standards and Home Office Counting Rules
- Have knowledge of 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 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 are collaborative

## POLICE – STAFF

We deliver, support, and inspire

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

Integrity  
Impartiality  
Transparency  
Public Service

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### Other

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

- Recruitment Vetting (RV)

Please note that due to the nature of security checks undertaken, applicants must have 3 years continuous residency in the UK.