

JOB DESCRIPTION

Post: Athena Investigations Hub Incident Processor
Grade: Band D **Job Evaluation Ref:** JE002
District/Department: County Policing Command
Sector/Section: Local Policing
Location: OCC Wymondham / PHQ Martlesham
Reporting to: Athena Investigations Hub Supervisor

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

To ensure the quality of recording and investigation of crime and incidents are maintained at all time as part of the Athena Investigations Hub.

2. Main activities of the role *(This list is not exhaustive)*

- Quality assure, link, update and finalise crimes in Athena in accordance with Force Policy and the National Crime Recording Standards
- Identify vulnerability and risk within incidents
- Ensure customer service standards are applied to the victims of crime in accordance with the Constabulary Vision, Pledge and Principles and in accordance to the Victims Charter
- Provide guidance to officers to increase their effectiveness in crime recording and investigations
- Ensure close liaison with the Force Crime registrar on matters of compliance to the National Crime Recording Standard (NCRS) and Home Office Counting Rules
- Manage and supervise all allocated investigations which have Forensic evidence
- Establish and maintain regular contact with the Forensic Intelligence Officers to maximise investigative opportunity
- Pro-actively resolve issues of systems errors upon discovery (this includes recording, linking and misidentified nominal records)
- Support front line staff upon request regarding crime policy and investigation
- Provide administrative support including taking telephone calls and liaising with other departments
- Perform actions as a Designated Decision Maker (DDM) subject to approval by the Force Crime Registrar and relevant Chief Officer.
- Any other duties that are commensurate with the role and grade as may be requested by management.

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.
- a) The postholder will be required to work a shift pattern which will include unsocial hours e.g. evenings and weekends and may be required to work at other times if necessitated by the exigencies of the service.

PERSON SPECIFICATION

Post: Athena Investigations Hub Incident Processor

District/Department: County Policing Command

Location: OCC Wymondham / PHQ Martlesham

Essential Criteria

1. Good Keyboard skills
2. Working knowledge of Microsoft Office suite and databases
3. Demonstrate effective communication and interpersonal skills with the ability to liaise with individuals at all levels
4. Demonstrate an understanding of crime recording procedures
5. Demonstrate an understanding of crime investigation procedures and techniques
6. Proven ability to work as part of a team

Desirable Criteria

1. Demonstrate effective problem solving skills
2. Knowledge of force Criminal Intelligence Section (CIS), Storm and Forensic Intelligence systems
3. Demonstrate a working knowledge of the National Crime Recording Standards and Home Office Counting Rules