



Role Profile

Role Profile Part 1			
Role title	Disclosure & Barring Service Unit Operator/ Administrator	Grade/Rank	Scale 3 bar 4
Dept/Area	Disclosure & Barring Service Unit	Vetting Level	RV
Responsible to	Disclosure & Barring Service Unit Supervisor	Staff line managed	None
Reviewed by (Line Manager)	Jarren Coaton	Date	14/04/2018
Purpose of Job	To be responsible for processing Enhanced Disclosure Applications for the National Disclosure & Barring Service, in accordance with the National Quality Assurance Framework and NPCC Guidelines.		
Key Accountabilities	1. To create new entries, update, search and amend data on the Disclosure Management System for applications received, ensuring that they meet the highest standards of data integrity and accuracy. 2. To follow the National Quality Assurance Framework in order to process enhanced Disclosure & Barring Service Applications, recording all decisions on the Disclosure Management System. 3. To manage own workload and tasks in a prompt, efficient and proactive manner, ensuring completion within service level agreements (SLA's). 4. To report to the Senior Operator or Disclosure & Barring Unit Supervisor with any identified special issues discovered during interrogation of the Police National Computer and Local Force Systems with proposed solutions as appropriate. 5. Initiate enquiries with Local Police Disclosure Units, other Police Forces and Home Office Departments where necessary. 6. To seek ways to improve the efficiency of personal and team working practices and policies, and where appropriate make suggestions for changes. 7. To provide cover, validate the work, and support other members of the team as required and provide training/feedback as necessary. 8. To give advice and take appropriate action to resolve public queries at first point of contact whenever possible, being accountable for maintaining a high standard and managing the expectations regarding the service.		



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	9. To be aware of Force Policies on Equal Opportunities, Health & Safety, Data Protection and comply with the legislation and standards of “good practice.” 10. To give regular and effective service. Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire and Isle of Wight Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.
Additional Requirements	Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role May be called on to carry out fire warden duties to meet required standards if required. <u>BAR CRITERIA</u> Agreed criteria for the post holder to progress through the bar from Scale 3 to Scale 4 is as follows: 1. To have satisfactorily completed the 6 month probationary period. 2. To be trained and competent in the use of PNC and Local Force Systems relevant to the role. 3. The post holder must have a good attendance record, i.e. below the Force 'cause for concern' absence trigger point. If it is proposed to progress through the bar with a higher level of absence, approval must be obtained from the Head Of People Servcies.



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Role Profile Part 2			
CVF Recruitment Competencies and Level	We are Emotionally Aware Level 1 We Take Ownership Level 1 We Analyse Critically Level 1 We are Innovative and Open Minded Level 1 Transparency		
Education/Qualifications	Essential: Educated to <u>Educated to QCF Level 2</u> (3 passes including English and Maths) plus RSA II Typewriting, OR work experience deemed to have brought the postholder to a comparable level. Desirable: ITQ/ECDL or proven experience deemed to have brought the post holder to a comparable level of application of Microsoft Office.		
Experience and Skills	Essential: At least two years working in a busy office environment involving: • The use of computers for data entry & analysis with proven high accuracy levels. • Good knowledge of Microsoft Applications, including Excel and Word. • Accustomed to a high volume of work and meeting deadlines. Desirable: • Knowledge of policing practices and terminology. • Knowledge of police computer systems, particularly the Police National Computer (PNC) and organisation and structure. • Clear understanding of the Data Protection Act.		
Approved by People Services	Tam Pardoe, ACPO Personnel	Date	April 2009



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Role Profile Part 3		
Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.	
	Resolute, compassionate and committed	
	We are Emotionally Aware	Level #
	We Take Ownership	Level #
	Inclusive, enabling and visionary leadership	
	We are collaborative	Level #
	We Deliver, Support and Inspire	Level #
	Intelligent, creative and informed policing	
	We Analyse Critically	Level #
	We are Innovative and Open Minded	Level #
Underpinning Values	Impartiality	
	Integrity	
	Public Service	
	Transparency	
Initial Development Skills for new to role period	All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required	
Continuing Professional Development	Courses and Conferences should be attended to benefit professional learning and development.	

