Warwickshire POLICE

JOB PROFILE

POST TITLE:	**IMU (Investigation Management Unit) Operator**
GRADE:	**C**
DIRECTORATE:	Local Policing – Public Contact
RESPONSIBLE TO:	Supervisor – Resolution Centre
LOCATION:	Stratford/ Warwick
JOB PURPOSE:	To assess crime records and incidents to ensure the quality of recording and linking of data for crimes and incidents is maintained at all times to check against accounting rules.

MAIN RESPONSIBILITIES:	
1. To quality assure, link, cross reference, update and process crimes and incidents in Athena in accordance with Force Policy and the National Crime Recording Standards	
2. To quality assure crime/incident inputs to meet the 'Right First Time' ethos	
3. To pro-actively resolve issues of systems errors upon discovery (this includes recording, linking and misidentified nominal records)	
4. To assess information to identify vulnerability and risk within incidents to determine requirement for officers to be deployed.	
5. To provide administrative support including taking telephone calls and liaising with other departments/teams	
6. To support front line staff upon request regarding crime/incident policy for recording	
7. To ensure customer service standards are applied to the victims of crime in accordance with Victims Charter	
8. To mentor and support other members of the team as required	
9. Accurately update, retrieve and interrogate all IT systems	
10. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required	
Special Conditions:	Shift working including unsociable hours, weekends and public holidays. The duties of this role will involve exposure to disturbing

	/ unpleasant images or tasks The Post holder will be required to wear the uniform provided
Security level:	Recruitment Level Vetting (RV)

PERSON SPECIFICATION
Knowledge: • 5 A-C grade GCSE's (or equivalent) including English Language
Experience: • Experience in working as part of a team managing a high and diverse workload in a customer service environment
Key Skills: • Good data input skills and interrogation • Competent in the use of IT, including Microsoft packages • Proven customer service skills • Proven ability to communicate both orally and in written form with a wide range of people • Proven ability to gather and collate information using questioning techniques and create and maintain accurate records
Desirable: • An understanding of the principles of crime investigation • Knowledge of National Standard of Incident Recording/National Crime Recording Standard/Home Office Counting Rules

BEHAVIOURS
All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF). The CVF has six competencies that are clustered into three groups: • **Resolute, compassionate and committed** • **Inclusive, enabling and visionary leadership** • **Intelligent, creative and informed policing** Under each competency are three levels that show what behaviours will look like in practice. This role requires the post holder to be operating at or working towards Level 2 of the CVF:

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SPECIAL CONDITIONS CHECKLIST: POLICE STAFF POSTS

Section 1: Allowances	**Yes**	**No**
Shift working	X	
Weekend working	X	
Unsocial hours	X	
Night working	X	
On Call		X

Section 2: Other conditions	**Yes**	**No**
Regular travel throughout the Warwickshire Policing area		X
Politically Restricted post		X
Warranted powers		X
Uniform	X	

Section 3: Health and Safety Risk factors	**Yes**	**No**
Frequent Physical Effort required *(give brief details)*.		X
Exposure to disturbing/unpleasant images or tasks *(give brief details)*.	X	
Unpleasant Working Conditions *(give brief details)*.		X
Medical examination		X
Hearing test		X
Eye sight test		X
Night worker		X
Lone working		X

Section 4: Security Level	**Yes**	**No**
Counter Terrorist Check (CTC)		X
Management Vetting (MV)		X
Recruitment Level Vetting (RV)	X	

Section 5: Additional responsibilities	**Yes**	**No**
Fire Warden		X

Section 6: Mandatory Training requirements *(please list)*
Induction
STORM
Athena incl QA and Linking
HOCR
Athena PNC access
IMU training programme