



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Organisational Support & Development

AREA/DEPT: Corporate Criminal Justice

FAU:

SECTION: Disclosure and Barring Service

JOB TITLE: **DBS RESEARCH & EVALUATION OFFICER**

REPORTS TO: DBS Performance Manager

CURRENT RANK/GRADE: **C**

DATE: November 2014

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To process applications received from the Disclosure and Barring Service (DBS) in relation to persons wishing to work with vulnerable groups of society namely children and vulnerable adults, in a timely and accurate manner. To provide the first tier decision making authority within the structure imposed by the Quality Assurance Framework (QAF); research, investigate and evaluate any information found on Force systems and apply decision making criteria in accordance with the QAF with a view to disclosure to appropriate parties in accordance with legislation and Home Office guidance.

The post is funded by the DBS and the requirement and authority of the post is dictated by the statutory obligations placed on all Forces by the national QAF

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Search, retrieve, review, analyse and evaluate information from various Force IT systems including PNC, Niche (including confidential intelligence), Corvus, Protect and NFLMS in order to gather all relevant information relating to an applicant with a view to disclosure to relevant bodies.
- b) Use evaluation techniques and decision making skills to identify duplicate nominal records on Corvus. Create links to identify the master nominal record thus ensuring that the quality of the information in Corvus is accurate and compliant with MOPI. This

negates any errors, which could see an individual's secondary record(s) being omitted for analysis in relation to a DBS disclosure.

- c) Evaluate all DBS notifications for completeness and use decision making skills to identify those that require returning to DBS as 'conflict notifications', via the DBS database, for clarification of information given or omitted. This ensures that all information systems are searched, using all names that the applicant may have used both past and present.
- d) Ensure the correct disclosure of information to external authorities, in accordance with the Data Protection Act, by ensuring that all relevant records on PNC are updated and resulted correctly by liaising with the Data Management team within ICT.
- e) Examine evidence by obtaining case files and/or liaising with Officer in Charge from the CJU, FCIU, Probation Service etc. as appropriate and document findings in accordance with QAF using the appropriate method products and audit trail forms.
- f) Analyse and evaluate the findings and prepare the Disclosure Rational report, clearly documenting reasons for the disclosure recommendation, in accordance with QAF and if appropriate escalate to the DBS Senior Case Review Officers (SCRO) with appropriate briefing report.
- g) Receive and return all DBS notifications, via the DBS IT system, ensuring that all information disclosed is accurate, follows the given format and is within the agreed service level agreement.
- h) Remain attentive whilst processing large amounts of work, thus ensuring that quality is not compromised by the need for quantity, as required by the DBS SLAs. It is imperative that information is not missed in order to properly safeguard vulnerable groups
- i) In the absence of the DBS Performance Manager/SCRO delegate daily work to self and other team members ensuring that all have an appropriate workload to complete, which will see daily targets being achieved.
- j) Provide advice and guidance to other members of the DBS team and the internal departments, external agencies and members of the public with regard to disclosure issues.
- k) Undertake all responsibilities relating to information management, data quality, information sharing, intelligence and information security in accordance with the ACPO Guidance on the

Management of Police Information in order to achieve compliance with the Statutory Code of Practice.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

An in-depth working knowledge of guidelines and procedures concerning the following Acts;

Part V Police Act 1997
Safeguarding Vulnerable Groups Act 2001
Data Protection Act 1998
Rehabilitation of Offenders Act 1974
Human Rights Act 1998
Freedom of Information Act 2000

And concerning Home Office directives/guidance

Knowledge and experience of the criminal justice and Intelligence systems in order to ascertain the degree of relevance of information to aid the decision making process.

Knowledge of the guidelines and procedures concerning several government Acts related to Criminal Records access such as Police Act 1997, Data Protection and Human Rights Act so as to comply with the QAF and DBS policy, Home Office guidance and legislation.

A working knowledge of the PNC, Niche, Corvus, Protect and NFLMS to ensure that relevant information is identified.

The ability to analyse and evaluate information from various IT systems in order to identify all relevant risk issues.

Communication skills both oral and written to liaise with internal and external agencies, to seek further information in order to complete the QAF Disclosure Rationale report and Audit Trail forms.

Procedural, organisational and analytical thinking is required to ensure the DBS notifications are received and returned within the agreed service levels with all information found having been analysed for relevancy/risk to the post applied for.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

4. RELATIONSHIPS:

(a) *Supervisory responsibilities:*

No direct supervisory responsibilities, however, in the absence of the DBS Performance Manager / SCRO, will delegate work to the team in order that all staff have the appropriate work to complete

(b) *Supervision Received:*

Reports to the DBS Performance Manager but is required to work on own initiative.

(c) *Other Contacts:*

(i) *Within North West Region:*

Regular contact with CJU, FCIU, Intelligence units, Data Management Team and CMU. These contacts are necessary in order to gain / update information with regard to disclosure issues.

(ii) *Outside North West Region:*

Regular contact with the DBS, local social services and probation offices and other police forces with regard to disclosure issues.

5. CONTEXT:

(a) *Operating Environment:* (Services provided, work patterns, who are the customers).

The DBS team clients are the DBS, Disclosure Scotland, Access Northern Ireland and other Police Forces. The DBS team supplies conviction information and also other relevant information from local force systems to external agencies to allow informed decisions to be made with regard to individuals and their suitability to work or undertake certain roles/duties.

The post holder has specific duties to analyse and then evaluate/risk assess information relating to applications forwarded from the DBS for people who wish to work with vulnerable groups in society namely children and vulnerable adults.

The post holder works within the force flexible working scheme.

- (b) **Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Manages own tasks and carries out risk analysis to objectives and priorities set by the DBS Performance Manager. Can delegate work daily if required in order that staff has the appropriate work to complete.

- (c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: Nil

Staff: Nil

Other: The DBS team is responsible for the accurate processing of approximately 66,500 applications per year.

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

Due to the nature of the work and as a result of the Soham enquiry and Bichard report, any mistakes/missed intelligence that is not disclosed to the relevant bodies can have a catastrophic effect on both the vulnerable and the force. The post holder must therefore work with the utmost concentration and be confident that the risk assessments made are based on both a sound knowledge of the principles of disclosure and a common sense approach to relevance of the data to be disclosed.

To ensure that all DBS notifications and all other enquiries are dealt with in a timely manner and returned within any agreed SLA. Due to high volume of work and the time constraints involved, this role can be quite pressurised.

8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

The post holder is an integral part of a team that is measured on performance that is driven by the DBS and the agreed SLAs. These performance figures are published monthly on the DBS website where Merseyside's DBS performance is compared against all other national police forces.

The DBS funds all members of staff dealing with these enquiries. It is therefore imperative that the team performs to expected targets and service levels.