



Shared Service Facility Post Profile

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| Post: | Disclosure Agent/Clerk |
| Grade: | Grade 4 |
| Competency and Values Framework Level/s: | Level 1 |
| Responsible to: | Disclosure Team Leader |
| Based at: | Administration of Justice Department, St. Asaph |
| Agile Work Pattern: | Please note - location of this post is currently St Asaph Unit 31 but at the moment there is a mix of working from home, with some attendance in the office. In the future this is unlikely to involve fixed desk allocation and more likely to be on a hot desking basis. |
| Gauge Job No: | A118 |
| SUP No(s): | SUP1995 |

OVERALL PURPOSE OF JOB:

On behalf of the Disclosures and Barring Service, and outside agencies, to carry out disclosure checks into the criminal background of applicants for posts which involve the applicant having substantial access to children and vulnerable adults and in relation to Family Court proceedings.

DUTIES AND RESPONSIBILITIES:

1. To receive incoming application forms and requests for information from outside agencies and Police Forces. These must be examined to ensure that they have been completed thoroughly and accurately, and that they have been authorised by a nominated officer of the Disclosures and Barring Service or other customer as outlined above.
2. To return incomplete and inaccurate forms and to liaise with other Police Forces where appropriate as further information may be held.
3. To interrogate the Police National Computer (PNC), to ascertain if the subject has any recorded convictions. To interrogate Force systems e.g. Record Management System (RMS), RMS Legacy and Home Office Large Major Enquiry System (HOLMES) Archive to ascertain if there is any non-conviction information held by North Wales Police against the subject.
4. To verify details obtained relate to the subject, inaccurate details are deliberately given and information is withheld which will require the Disclosure Agent to contact the enquiring agency to obtain additional information.
5. To complete and return no trace, not relevant and minor relevant outcomes, using the national Quality Assurance Framework to assess relevancy.
6. To produce minor trace reports in line with the national Quality Assurance Framework, discarding information for non-disclosure and documenting the rationale supporting the decision.
7. Updating of PNC with current and additional information from application forms such as additional names used and current address.
8. Interrogation of RMS Live on address history for home based applications and linked associates on RMS Live and Legacy.

9. To collate and analyse all information and to submit enquiries to the Supervisor where further investigation is needed to confirm the identity of the subject, and those with non-conviction information where guidance is required as to how to proceed.
10. Forward any 'Alias' information contained in local police systems to the Disclosure and Barring Service in order that the relevant barred list(s) can be checked.
11. To identify serious information requiring further enquiries/review by a Decision Maker. To prepare file accordingly.
12. To make enquiries with Registered Bodies on homebased applications where necessary to establish required details in order to effectively carry out all essential checks and to appropriately review information held.
13. Promote and comply with North Wales Policies on equal opportunities and health and safety both in the delivery of services and the treatment of others.
14. Any other duties as directed by a Supervisory Officer commensurate with the post and salary grading.

MINIMUM CRITERIA FOR THE ROLE:

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

1. NVQ 3 level qualification and/or relevant experience.
2. The use of Information Technology to an intermediate level that includes a working knowledge of Microsoft Office.
3. The ability to prioritise and organise work, and respond positively under pressure.
4. Proven communication skills, both written and oral, together with the ability to work well in a team environment and on their own initiative.
5. Use of professionalism in terms of confidentiality and access to sensitive information.
6. Proven work experience in the collation, analysis and evaluation of information.

WELSH:

The level of Welsh skill required for this position:

Verbal

Level 2 Respond to simple requests

NOTES:

1. This Job Description and Person Specification IS NOT a statement of all the detailed procedures and conditions applicable to the post holder. Therefore there will always be instructions in addition to those outlined that meet the work demands and natural evolution of the Department/Division at any particular time.
2. Any of the detailed duties and responsibilities may also vary in accordance with point 1 above without changing the character or level of responsibility the post entails.
3. The Chief Constable reserves the right to transfer the post holder to any other location within the North Wales Police area following consultation with the Staff Side in accordance with Force Policy applicable at the time.

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| Last Reviewed By Line Manager | Date: | SM | Name: | 15.11.2017 |
| Last Reviewed By Diversity Unit | Date: | GG | Name: | 15.11.2017 |