



HEDDLU GOGLEDD CYMRU
Gogledd Cymru diogelach

NORTH WALES POLICE
A safer North Wales

Shared Service Facility Post Profile

Post:	PNC Service Assistant
Grade:	Grade 4
Competency and Values Framework Level/s:	Level 1
Responsible to:	PNC Supervisor
Based at:	Crime Services, St Asaph
Agile Work Pattern:	Allocated (or fixed) desk / Shared Desk
Gauge Job No:	
SUP No(s):	SUP1911

OVERALL PURPOSE OF JOB:

To update and disseminate information held on all applications of the Police National Computer including Criminal Records on the Phoenix Application. Receive and deal with all telephone enquiries relating to PNC checks from officers and non-police agencies.

To manage and administer the warrant database together with related tasks involved in ensuring the execution of warrants efficiently and expeditiously in accordance with Force Policy. To conduct searches on various systems as required.

DUTIES AND RESPONSIBILITIES:

1. Interrogate Niche in respect of arrests and Postal Requisitions, managing conditional bail and offenders who have been placed as 'Under Investigation'.
2. Input details from Phoenix Source Documents as well as via the Niche system in relation to offences, MO's (Modus Operandi) and descriptions then quality assuring all information is correct after completion.
3. Matching up Court Results to Impending cases on the Police National Computer both via the Bichard system and the Crown Court Xhibit system.
4. The interpretation of the different types of Magistrates and Crown Court results in order to enter accurately onto the Police National Computer.
5. Updating of impending matters where appropriate.
6. Key-wording of offences.
7. To key-word offences from Victim's statements so the relevant search facility can work.
8. Quality control of Phoenix Source Documents.
9. Liaise with and advise Police and outside agencies in an operational/investigative context in the aim of detecting crime.
10. Update and disseminate information from all applications of the Police National Computer.
11. Create electronic records and maintain RMS database of all warrants issued by North Wales Magistrates Courts and Crown Courts for non-appearance and tasking to divisions.
12. Circulation of Court warrants on PNC.

13. Audit and upkeep of PNC warrant store i.e. ensuring all enquiries are made to trace defendants and all avenues of enquiries are pursued.
14. Ensuring detained markers are received and any PNC entries are valid to ensure against wrongful arrest.
15. Liaison with Magistrates Courts, Crown Courts and CPS in respect of warrant matters. Dealing with recalls, re-dates and reports of non-execution for information of the Magistrates/Lawyers at court hearings.
16. Dealing with enquiries from outside agencies and providing advice to members of the public who contact the department,
17. Liaison with custody offices both in force and outside to provide details of persons wanted on warrant in custody. Arrange/liase with custody officers or Group 4 as to detainees at court. Advise CPS and Magistrates Clerks Offices of persons detained on warrant.
18. Liaison with Listing Offices, CPS and Prisoner Location Services as to production of prisoners from Prisons etc in respect of failing to appear matters.
19. Monitoring of warrants for Young Offenders to ensure execution within Young Offender timescales. Prepare statistics on timeliness of execution of Young Offender warrants. Advise courts of current position relating to Young Offender warrants for review hearings.
20. Knowledge and understanding of electronic tagging procedures to include arranging arrest in respect of breaches.
21. Auditing to include court registers, driver disqualifications, warning signals and other general auditing duties.
22. Ability to conduct full VODS (Vehicle Online Descriptive Search) and Quest searches (descriptive vehicle/person checks).
23. To act as mentors for new members of staff.
24. Assist with the duties of Team Leaders during their absence.
25. 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.
26. 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. Possess a relevant NVQ level 3 qualification or equivalent or have relevant experience of updating Police National Computer applications.
2. Possess basic clerical and administrative skills to include filing and distribution of mail.
3. Able to disseminate data from a variety of sources and reproduce the same.
4. Proven communication skills together with an ability to work well in a large team environment.
5. Self-motivated and pro-active in order to prioritise and complete tasks and to produce relevant and timely information.
6. Ability to work independently and make decisions using own judgement and initiative.
7. The Use of Information Technology to an intermediate level of at least 35 wpm with a sound working knowledge of Microsoft Office applications.

DESIRABLE:

8. PNC Trained to updating level.
9. RMS trained to Occurrence Management level.
10. Knowledge of Force Policy on warrants as well as warrant procedures in Magistrates and Crown Courts.

HOURS OF DUTY: **Variable**

Individuals will be required to work a rotating shift pattern, which will include some weekend, bank holiday and evening work. It may be necessary for the prescribed shift to be changed at short notice to provide effective cover dependant upon the needs of the Service.

WELSH:

The level of Welsh skill required for this position:

Verbal

Level 3 Converse partly in Welsh

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 evolvement 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.

Last Reviewed By Line Manager	Date:	07.05.2020	Name:	SR
Last Reviewed By Diversity Unit	Date:	28.02.2018	Name:	LB