



# West Coast Collaboration

Working together and sharing information to keep our communities safe



## JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

### HMI CATEGORY CODE:

**DIRECTORATE:** Deputy Chief Constable  
**AREA/DEPT:** West Coast Collaboration  
**FAU:**  
**SECTION:**  
**JOB TITLE: WCC DATA QUALITY OFFICER**  
**REPORTS TO:** WCC Team Leader  
**CURRENT RANK/GRADE:** C - £21,135 - £23,406  
**VETTING LEVEL:** MV  
**DATE:** October 2020

### 1. JOB PURPOSE:

To analyse the accuracy and completeness of data held on West Coast Niche RMS and investigate reported instances of inaccurate data to verify if an error has been made and to undertake the necessary steps to get the error rectified.

### 2. PRINCIPAL ACCOUNTABILITIES:

- a. Act as the first point of contact for common data quality issues occurring within WCC Niche RMS; resolving common user issues and escalating to other teams as necessary.
- b. Provide advice and guidance in relation to general data quality issues and identify opportunities to continually improve data quality and customer use of the system.
- c. Use information generated by reports to undertake data review and resolution activities; highlighting any change in trend to supervision.
- d. Respond to data quality related customer service requests that come through to WCC and where appropriate keep users informed of progress.
- e. Collate and analyse the types of errors being made and make recommendations for improvement so that data accuracy and relevance is maintained and to minimise risks to WCC holding incorrect data.
- f. Resolve and attend to identification discrepancies on PNC and Niche liaising with appropriate departments to ensure errors are rectified.
- g. Deal with all duplicates on WCC Niche RMS and consider liaison with IT training team if revised guidance needs producing or with WCC team leader if a software change is worthy of consideration to prevent further issues
- h. Undertake regular data quality dip sampling/systems audit to identify un-actioned tasks or un-finalised records (such as voluntary attendance) that need communicating back to forces monitoring data quality.
- i. Work collaboratively with WCC niche colleagues dealing with task pots aiming to clear these daily and work through any backlogs across WCC in relation to data quality issues outstanding as directed by the WCC team leader.

**3. KNOWLEDGE AND EXPERIENCE ATTAINMENTS – To be evidenced against on application form**

<p>1. The post holder should have a sound understanding of guidance and procedures concerning the following acts:- Freedom of Information Act 2000 Human Rights Act 1998 Data Protection Act 2018 Rehabilitation of Offenders Act 1974 Management of Police Information Home office directives NPCC guidance &amp; APP</p>
<p>2. Experience of WCC systems or equivalent database experience is essential together with a detailed knowledge and experience of data quality processes and procedures including error analysis and evaluation. Ability to monitor analyse and evaluate the reasons for errors of varying scale and complexity at any one time.</p>
<p>3. Communication skills both oral and written are required together with the ability to liaise with WCC users to ensure compliance is essential.</p>

**4. RELATIONSHIPS:**

**(a) Supervisory responsibilities:**

None

**(b) Supervision Received:**

Reports to WCC team leader who will allocate work out appropriately across WCC niche data quality officers, who will also be expected to work with minimal supervision.

**(c) Other Contacts:**

**(i) Within West Coast Collaboration:**

Working with peers and users in the collaborating forces Contact with Information Security Co-ordinators and Data Protection officers  
Contact as necessary with other departments such as PNC, fingerprint/forensic departments.

**(ii) Outside West Coast Collaboration:**

Contact with the public and external agencies to investigate and report on data integrity issues if required.

## 5. CONTEXT:

### (a) **Operating Environment:**

The data quality officers ensure on a daily basis that information on WCC Niche meets the required levels of content and data quality and works with the business and operational staff to reinforce the implementation of the correct processes and procedures in records and data management. Where necessary the team will educate and support personnel in following correct procedures. The Data Quality officer is responsible for the research and analysis into the accuracy of the data held on WCC Niche RMS and will maintain an overview of the status of multiple enquiries of varying scales of complexity.

### (b) **Framework and Boundaries:**

Works within current legislation, Home office directives, NPCC /APP guidelines and to defined procedures and objectives set by the WCC Business Co-Ordination Manager.

Normal daily work is governed by set policy and procedure and whilst the post holder has some influence over the modification of systems and processes they are not required to instigate change.

### (c) **Organisation:**

N/A

## 6. DIMENSIONS:

**Financial:** Nil

**Staff:** No staff

**Other:** The data quality officer is part of a team responsible for tasks and workload from across WCC Niche. Post holders need to be proactive in their approach, identifying and analysing data quality errors and suggest options to reduce their occurrence in future.

## 7. JOB CHALLENGES:

Working as part of a WCC Niche RMS not just one specific force to enable a one team approach.

Adopting an approach that develops and encourages the sharing of skills and experience.

## 8. ADDITIONAL INFORMATION:

“Minerva is a collaborative organisation that currently represents 26 UK Police Forces that use the Niche RMS as their primary records management system.

Historically each Force implemented the system independently, resulting in each deployment being slightly different with different modules utilised and often configured differently. Minerva now act as the liaison between forces and Niche thus ensuring less duplication of effort, standardisation and a more effective efficient service.”

The NicheRMS™ Police Records Management System is an incident-centric tool that manages information in relation to the core policing entities: people, locations, vehicles, organizations (businesses or other groups), incidents (or occurrences) and property/evidence. The system is designed to incorporate Crime management, General Incident Management, Custody / Prisoner Management, Intelligence Management, Property Management, Court Case Preparation”

Since data was merged as part of WCC there has been an increase in the workload which has the potential to increase and affect the exposure of risk to forces due to wrongly held or inaccurate data with its consequent damages e.g. claims against forces for creating or maintaining inaccurate data, and negative impact upon criminal justice matters, impact upon force intelligence systems and failure to comply with MOPI so the role of the data quality officers is critical to mitigate against any such challenges.

## 9. ORGANISATIONAL STRUCTURE:

