

## ROLE PROFILE



<b>Role Title:</b>	Investigative Trainer
<b>Grade:</b>	6/SO1
<b>Responsible to:</b>	Head of Investigative Training
<b>Responsible for:</b>	No Supervisory Responsibility
<b>Liaison with:</b>	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
<b>Required Vetting Level:</b>	MV/SC – Management Vetting & Security Clearance
<b>Date Published:</b>	27 Jan 2021

<b>Role Purpose</b>	<p>To be responsible for the training, administration and development of Investigative Training for all South Wales Police officers, staff and external bodies as necessary.</p> <p>To liaise with Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships</p>
<b>Main Responsibilities</b>	<p><b>Advice and Guidance</b></p> <ul style="list-style-type: none"> <li>Assess personal requirements of customers (including members of the public) and provide adequate support, advice and guidance</li> <li>Provide advice and guidance on escalated, varied and complex issues relating to area of work</li> <li>Resolve complex problems independently, referring major issues to senior colleagues</li> <li>Identifies and escalates serious problems</li> </ul> <p><b>Business Improvement</b></p> <ul style="list-style-type: none"> <li>Contribute to the identification, proposal and implementation of developments and improvements to the area, unit or project for the mutual benefit of the force and customers</li> </ul> <p><b>Customer Service and Representation</b></p> <ul style="list-style-type: none"> <li>To present a positive image and service to both internal and external customers</li> <li>Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service</li> <li>Maintain confidentiality in relation to data protection issues and Management of Police Information standards</li> </ul> <p><b>Organisation/Planning</b></p> <ul style="list-style-type: none"> <li>Plan and organise work to complete it within set framework, standards, &amp; timescales</li> <li>To organise and schedule events/meetings as directed</li> <li>Implement and contribute to service strategy as directed</li> <li>Develop, propose and implement an approved project/business plan for the unit, subject or function</li> <li>Identify, seek approval for the deployment of suitable resources for the subject area or project to deliver its objectives</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>Monitor and allocate workload within team</li> </ul>

	<ul style="list-style-type: none"> <li>• May supervise staff through following force policy and monitoring performance levels</li> <li>• Assist team in the preparation and use of equipment and techniques and advise on any specific aspects of work with own area</li> </ul> <p><b>Policies &amp; Strategies</b></p> <ul style="list-style-type: none"> <li>• Research, review and draft policies</li> <li>• Monitor and report on policy implementation to ensure compliance and identify issues/problems</li> </ul> <p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Organise and manage the day to day delivery of subject area or projects including preparing and planning of resources</li> </ul> <p><b>Risk Management and Legal Compliance</b></p> <ul style="list-style-type: none"> <li>• Identify risks within own remit and mitigate and inform others on risks</li> <li>• Ensure unit meets its obligation with regards to Health &amp; Safety and escalate serious problems</li> <li>• Monitor and ensure compliance with all regulations and policy guidelines</li> <li>• Identify risks, measure impact and provide advice on findings</li> <li>• Meets obligations with regards to associated legislation</li> </ul> <p>In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.</p>
<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Must have a good standard of education to at least GCSE A-C Level, including Maths and English, or be able to demonstrate equivalent skills and abilities</li> <li>• Must have investigative experience with an onus on Divisional CID and Major Crime Investigations and Cyber Crime</li> <li>• Candidates must be the holder of a Level 4 Certificate in Education and Training or equivalent or be willing to work towards this qualification.</li> </ul>
<b>Skills</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Must be computer literate and proficient in Microsoft applications</li> <li>• Must be able to encourage individual learning through clear communication of learning points, use of appropriate facilitation style and effective use of learning aids during the learning session</li> <li>• Must be able to network and develop professional relationships</li> <li>• Must be able to complete a fair and objective review of individual performance recognising personal achievements and identifying areas for future development.</li> <li>• Must be able to manage conflict to obtain a positive learning outcome</li> <li>• Must engage in a process of self-reflection for developmental purposes, giving and receiving feedback in an open and constructive way</li> <li>• Must be able to encourage others to learn and develop, giving them clear and direct guidance and feedback on their performance. Encourages and supports students, ensuring they are motivated to</li> </ul>

	<p>achieve results</p> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Welsh Language Level 2 - Can say place names / Welsh first names or Welsh signs correctly (e.g. Tonyrefail, Angharad, Gorsaf Heddlu etc.). Can recognise departments and locations in Welsh (e.g. Adran Adnoddau Dynol, Pencadlys etc.). Can greet and introduce others using basic linguistic courtesy such as e.g. bore da, prynhawn da, croeso, diolch etc.)</li> </ul>
<b>Knowledge</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Must have a working knowledge of intelligence, Protecting Vulnerable People and have interviewed witnesses and suspects, for serious and complex crime</li> <li>Must keep abreast of developments in training issues and be committed to the role of training in the police service</li> <li>Must keep abreast of current legislation, policy, procedures and social issues, particularly those relating to policing diverse, minority and vulnerable groups</li> <li>Have attended a Cyber Crime course and have up to date knowledge of legislation and investigation in this area.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Working knowledge of training design</li> <li>In depth knowledge and experience of advanced suspect interviewing (Tier 3) and interview advising (Tier 5).</li> </ul>
<b>Personal Qualities</b>	<p><b>Serving the Public</b></p> <p>Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests</p> <p>Understands the expectations, changing needs and concerns of different communities and strive to address them</p> <p>Builds public confidence by talking to people in local communities to explore their viewpoints and break down barriers between them and the police</p> <p>Understands the impact and benefits of policing for different communities and identifies the best way to deliver services to them</p> <p>Works in partnership with other agencies to deliver the best possible overall service to the public</p> <p><b>Professionalism</b></p> <p>Acts with integrity, in line with values of the Police Service</p> <p>Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations</p> <p>Acts on own initiative to address issues, showing a strong work ethic and putting in extra effort when required</p> <p>Upholds professional standards, acting honestly and ethically and challenges unprofessional conduct or discriminatory behaviour</p> <p>Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required</p> <p><b>Openness to Change</b></p> <p>Positive about change, responding flexibly and adapting to different ways of working</p>

	<p>Finds better, more cost effective ways to do things, making suggestions for change</p> <p>Takes an innovative and creative approach to solving problems</p> <p>Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge</p> <p><b>Service Delivery</b></p> <p>Understands the organisation's objectives and priorities and how work fits into these</p> <p>Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes</p> <p>Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well</p> <p>Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate</p> <p><b>Decision Making</b></p> <p>Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations</p> <p>Considers a range of possible options before making clear, timely, justifiable decisions</p> <p>Reviews decisions in light of new information and changing circumstances</p> <p>Balance risks, costs and benefits, thinking about the wider impact of decisions</p> <p>Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest</p> <p><b>Working with Others</b></p> <p>Works co-operatively with others to get things done, willingly giving help and support to colleagues</p> <p>Is approachable, developing positive working relationships</p> <p>Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively</p> <p>Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations</p> <p>Is courteous, polite and considerate, showing empathy and compassion</p> <p>Deals with people as individuals and address their specific needs and concerns</p> <p>Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non judgemental approach regardless of their background or circumstances</p>
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All individuals of South Wales Police must display the qualities to be able to work in an organisation with minority groups and provide service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to work place bullying or any other form of discriminatory behaviour.

## Method of Assessment

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

Qualifications	Yes
Skills	Yes
Knowledge	Yes
Personal Quality – Serving the Public	
Personal Quality – Professionalism	
Personal Quality – Openness to Change	
Personal Quality – Service Delivery	Yes
Personal Quality – Decision Making	Yes
Personal Quality – Working with Others	Yes