



ROLE PROFILE

Role Title:	Data Management Indexing Team Supervisor
Grade:	PO1
Responsible to:	Front Office Services Manager
Responsible for:	Data Management Indexer Officers
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
Required Vetting Level:	MV/SC/DV
Date Published:	24 th July 2018

Role Purpose	Management of services delivered for a national function operate, administer and manage associated national technical solutions. Identify potential threats, information and intelligence gaps, which would mitigate risk. Managing a team of data and indexing professionals to deliver first class services in relation to indexing, Review, Retain and Disposal (RRD), and de duplication on behalf of the CT/DE Network to meet legislative requirements and professional practice.
Main Responsibilities	Advice and Guidance
	<ul style="list-style-type: none"> Assess personal requirements of customers (including members of the public) and provide adequate support, advice and guidance Provide advice and guidance on escalated, varied and complex issues relating to area of work Resolve complex problems independently, referring major issues to senior colleagues Identifies and escalates serious problems
	Business Improvement
	<ul style="list-style-type: none"> 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
	Organisation/Planning
	<ul style="list-style-type: none"> Plan and organise work to complete it within set framework, standards, & timescales To organise and schedule events/meetings as directed Implement and contribute to service strategy as directed Develop, propose and implement an approved project/business plan for the unit, subject or function Identify, seek approval for the deployment of suitable resources for the subject area or project to deliver its objectives
People Management	
<ul style="list-style-type: none"> Monitor and allocate workload within team May supervise staff through following force policy and monitoring performance levels 	

	<ul style="list-style-type: none"> Assist team in the preparation and use of equipment and techniques and advise on any specific aspects of work with own area
	Policies & Strategies
	<ul style="list-style-type: none"> Research, review and draft policies Monitor and report on policy implementation to ensure compliance and identify issues/problems
	Project Management
	<ul style="list-style-type: none"> Organise and manage the day to day delivery of subject area or projects including preparing and planning of resources
	Risk Management and Legal Compliance
	<ul style="list-style-type: none"> Identify risks within own remit and mitigate and inform others on risks Ensure unit meets its obligation with regards to Health & Safety and escalate serious problems Monitor and ensure compliance with all regulations and policy guidelines Identify risks, measure impact and provide advice on findings Meets obligations with regards to associated legislation
	Customer Service and Representation
	<ul style="list-style-type: none"> To present a positive image and service to both internal and external customers Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service Maintain confidentiality in relation to data protection issues and Management Of Police Information (MOPI) standards
	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.
Qualifications	Essential <ul style="list-style-type: none"> Must have a good standard of education to at least HNC level qualification, GCSE A-C level, including Maths and English, or be able to demonstrate equivalent skills and abilities To attend and pass the National Indexing Standards and Procedures and the National Common Intelligence Application course on appointment To attend and pass the National MoPI course on appointment To attend and pass the National De-duplication course on appointment
Skills	Essential <ul style="list-style-type: none"> Must be computer literate and proficient in Microsoft applications. Must be able to deliver presentations to a diverse audience Must be able to develop, implement and monitor policies and procedures, demonstrating a commitment to best practice and maintaining quality standards Must be able to produce high quality written reports Must have the ability to assess, interpret and summarise information especially sensitive information

	<ul style="list-style-type: none"> • Must be able to contextualise an understanding of the work of the Counter Terrorism and Domestic Extremism business areas incorporating current priorities and explain associated source evaluation, intelligence evaluation and handling codes, such as 5x5x5 and 3x5x2 (+2) <p>Desirable</p> <ul style="list-style-type: none"> • Welsh Language Level 2 - Can understand the essence of a conversation, convey basic information, contribute to meetings, transfer telephone calls and respond to simple requests in Welsh. Also introduce oneself and others by name, role, and location/organisation • Ability to operate other national systems • Creation of visual indexing plans
<p>Knowledge</p>	<p>Essential</p> <ul style="list-style-type: none"> • Experience of supervising and managing staff • Must have experience of working within an intelligence led environment • Must display a strategic awareness and understanding of Counter Terrorism and Domestic Extremism portfolio areas • Must have knowledge of supporting legislation such as the Management of Police Information (MoPI), European Court of Human Rights (ECHR), Freedom of Information Act (FoIA) and Data Protection Act • Must have knowledge of the principles of the Government Protective Marking Scheme (GPMS), Government Security Classification (GSC) and how it is applied in relation to intelligence product <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working within the National Counter Terrorism Network • Knowledge of the National Standards of Intelligence Management (NSIM) • Must have knowledge of the principles of the National Intelligence Model (NIM) and how it is applied in relation to intelligence • Must have knowledge of the National Counter Terrorism CONTEST II Strategy
<p>Personal Qualities</p>	<p>Serving the Public</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, needs and concerns of different communities and strive to address them</p> <p>Builds public confidence by talking with 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>Develops partnership with other agencies to deliver the best possible overall service to the public</p>

Professionalism

Acts with integrity, in line with values of the Police Service
 Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations
 Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required
 Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour
 Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required

Leading Change

Positive about change, adapting different ways of working and encouraging flexibility in others
 Constantly looks for ways to improve service delivery and value for money, making suggestions for change and encouraging others to contribute ideas
 Takes an innovative and creative approach for solving problems
 Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge

Leading People

Inspires team members to meet challenging goals, providing direction and stating expectations clearly
 Acknowledges the achievements of individuals and teams by recognising and rewarding good work
 Recognises when people are becoming de-motivated and provides encouragement and support
 Gives honest and constructive feedback to help people understand their strengths and weaknesses
 Coaches and guides team members, identifying and addressing areas for development

Managing Performance

Understands the organisation's objectives and priorities and how own work fits into these
 Plans and organises tasks effectively to maintain and improve performance
 Manages multiple priorities, thinking things through in advance, balancing resources and co-ordinating activity to complete tasks within deadlines
 Knows the strengths of the team members, delegating appropriately and balancing workloads across the team
 Monitors delivery to ensure tasks have been completed to the right standard and tackles poor performance effectively

Decision Making

Gathers, verifies and assesses information to gain an accurate understanding of situations
 Considers a range of possible options before making clear, timely, justifiable decisions
 Reviews decisions in light of new information and changing circumstances

	<p>Balances risk, cost and benefits, thinking about the wider impact of decisions Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in public interest</p> <p>Working with Others Works co-operatively with others to get things done, willingly giving help and support to colleagues Is approachable, developing positive working relationships and good team spirit Explains things well, ensuring instructions are understood and talks to people using language they understand Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively Persuades people by stressing the benefits of a particular approach, keeping them informed of progress and managing their expectations Is courteous, polite and considerate, showing empathy and compassion Deals with people as individuals and addresses their specific needs and concerns Treats people with respect and dignity, dealing with them fairly and without prejudice 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	Yes
Personal Quality – Leading Change	
Personal Quality – Leading People	
Personal Quality – Managing Performance	
Personal Quality – Decision Making	Yes
Personal Quality – Working with Others	Yes