



JOB DESCRIPTION

Post:	Information Administration Officer
Department:	Department of Home Affairs
Division:	Isle of Man Constabulary
Area:	Information Management Unit
Grade:	Administrative Officer / Pay Band 7
Reports To:	Information Management Unit and PNC Bureau Manager

Overall Purpose of the Job:

1. To review incoming police information and ensure it is correctly entered into police systems.
2. To provide administrative support to the organisation.
3. Perform the functions of a Home Office PNC Bureau LEADS Operator, training is provided.

Main Duties & Responsibilities:

1. Quality assess cases, ensuring all data is accurate and meets the required legislation, policies and processes, and report anomalies as appropriate. Review all incoming correspondence and allocate to workflow areas. Self-allocation from the electronic work trays in accordance with current assigned tasks and duties.
2. Scrutinising data, Scanning and adding documents to the system as required.
3. Administer incoming Court Bails and Court Result information by entering data onto police systems, seeking clarification from relevant parties where necessary. Search the Courts system in order to obtain prompt updates. Scrutinise official registers produced by the Courts to ensure that a quality assurance process occurs, and that offence records held on police systems are accurate.
4. Manage and disseminate court warrants.
5. Researching and completing the required links creating new nominals in the system when required on local systems and on the Police National Computer.
6. Customer Service, to provide assistance to both internal and external customers by way of telephone or written forms, in accordance with local policy and procedures, ensuring that service delivery targets are achieved. To fully administer the incoming telephone calls and letter requests from Lawyers, insurance companies and members of the public relating to traffic collisions and civil matters in a timely, professional manner.
7. Quality checking all police case files to ensure they contain the correct documentation, checking and amending data standards, researching and linking and identifying trends/links.
8. Preparation and redaction of all non CPIA disclosure of police information.
9. Retention and weeding of Force data in line with legislation and policies and processes. Dissemination of information from other Forces.

10. Act as an internal and external helpdesk function providing quality customer service, advice and support.
11. Payment handling and recording, in accordance with local policy.
12. Any other duties as directed by the line manager and commensurate with the grade.
13. Records handling and Filing, to maintain filing systems to ensure a timely access and retrieval of files. Lift and carry record as necessary, as part of the working systems. To work in the warehouse, store rooms and office environments in the management of review and destruction of historical criminal records.
14. Time management and risk, to prioritise and manage own workload efficiently. Identify business risk and make referrals to the department manager.

Other Information:

The job description is not a statement of all the detailed procedures and conditions applicable to the post holder, therefore there will always be instructions and information additional to those outlined.

The post holder will be required to carry out filing duties, including the retrieval and return of records. This will include working in the file storage warehouse, as well as in the office and will involve lifting, carrying and transporting records. This is an intrinsic part of the role therefore the post holder must be able to physically lift storage file boxes. The post holder must hold a driving license as files are required to be transported between policing locations. Training will be provided in respect of safe manual handling.

The Isle of Man Government is committed to ensuring that children and adults are safeguarded and supported in reaching their potential, and expects all members of staff to share this commitment. Staff must work within all Isle of Man Constabulary safeguarding policies and procedures

Performance Management and Improvement:

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews and manage those staff reporting in to them.

Security Clearance:

The role will require the post holder to achieve a Police Vetting check due to the nature of the role and the access required in the role itself.

Health and Safety:

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health, Safety and Wellbeing Group.

Training:

The post holder will receive full and comprehensive training commensurate with the requirements of the post. They may be required to attend a number of training courses locally and nationally, as agreed in conjunction with their line manager and the requirements of the role.

Competency Levels:

The People Qualities Framework is set at Level 2 for this position. Further details are available at <https://hr.gov.im/media/1641/iomg-people-qualities-level-2.pdf>

Notes:

The Chief Constable reserves the right to transfer the post holder to any other area within the Force or Department, following consultation with the post holder and taking into account any agreements which may be in force at that time.

**Isle of Man Civil Service
Person Specification**

Post:	Information Administration Officer, Information Management Unit
Grade:	Administrative Officer
Division:	Department of Home Affairs, Isle of Man Constabulary

ATTRIBUTES	ESSENTIAL or DESIRABLE	METHOD OF ASSESSMENT
Qualifications 5 GCSE's at grade C (4) and above, (or equivalent qualifications) including English Language.	D	CV
Experience Current, relevant experience of working in and meeting the demands of a small, busy office.	D	CV
Knowledge and Skills A good working knowledge of compliance, legal, police or records management environment. A good understanding of relevant legislative requirements in relation to the retention and disclosure of personal data or Police held information. Recent working knowledge of updating the following computer systems: ASEDOC (or any other Court Resulting System), or Connect (or any other Police Nominal System) or the Police National Computer to Inputting level, or other record keeping system. Ability to work to the highest level of accuracy, with close attention to detail, with minimal supervision. Excellent organisational skills, along with strong time management skills. Excellent interpersonal and communication skills. Competence in the use of all Microsoft Office Applications.	D D D E E E E	CV/INTERVIEW CV/INTERVIEW CV/INTERVIEW CV/INTERVIEW CV/INTERVIEW CV/INTERVIEW
Disposition Effective, multi-skilled and reliable team player. Confident, positive, energetic and can-do approach to work. Commitment to achieving high results. Able to remain calm under pressure and adapt to changing demands and circumstances.	E E E E	CV/INTERVIEW CV/INTERVIEW CV/INTERVIEW CV/INTERVIEW

Circumstances and Interests		
Isle of Man Worker	D	APPLICATION
Full Driving Licence	E	PRE-EMPLOYMENT CHECKS
Satisfactory Police Check	E	PRE-EMPLOYMENT CHECKS