

Role Profile

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| Job Title: | Intelligence Officer |
| Location: | Colindale |
| Department: | Community Safety Team - Assurance Group |
| Directorate: | Assurance & Public Protection |
| Grade: | G |
| Type of Working: | Hybrid |
| Reports to: | Senior Performance Partnership Analyst |

1. Job Purpose:

- To assist in the prevention, detection and investigation of general crime committed within Barnet and supporting Community Safety Team (CST) and Corporate Anti-Fraud Team (CAFT) officers in terms of the collection, storage and dissemination of data and intelligence and administrative support.
- To support CST in establishing, implementing and managing a performance management framework in relation to environmental crime including graffiti, flyposting, fly tipping, littering, anti-social behaviour and unauthorised encampments any other crime elements of the Community Safety Strategy.
- To provide an analytical function ensuring that robust evidence-based analysis is produced in relation to the Mayor's Office for Policing and Crime London Crime Prevention Fund projects.
- To support the review and implementation of the Safer Communities Strategy and action plan ensuring an evidence-based approach and achieving evidence-based outcomes.
- To assist in the co-ordination, collation of data, extraction and exchange of data (including encryption) statistical returns of fraud related data matches such as National Fraud initiative.
- To manage all related CAFT and CST intelligence related duties as assigned within the role.

2. Key accountabilities:

- To undertake the collection, storage and dissemination of data and intelligence utilising available legal gateways, initiate requests for the acquisition of intelligence and data from internal and external stakeholders.
- To respond to requests for intelligence and data from both internal and external stakeholders whilst ensuring that any intelligence and data collected is risk assessed in accordance with relevant legislation and CST/CAFT internal procedures.

- To communicate with internal and external stakeholders and members of the public via telephone, letters, memos, e-mail and face to face to facilitate data and intelligence sharing.
- To ensure that all work undertaken is in compliance with Council policies and practice and current legislation governing the collection, storage, collation and dissemination of data and intelligence, and that working practices reflect the standards necessary to deliver a high profile and tailored service.
- To ensure confidentiality and discretion when initiating the collection, storage, collation and dissemination of data and intelligence and at all times work within legislative frameworks, particularly the Data Protection Act 1998 and the Human Rights Act 2000.
- To help to develop a reputation for supportive responses to requests for intelligence and data ensuring that users are confident that any intelligence or data supplied has been legally obtained, stored, and may be used for the purpose requested.
- To attend meetings relevant to the work of the team, i.e., team meetings and internal/ external meetings, with other staff when required attend court where necessary, to represent the borough in any court actions and to provide evidence packs for other agencies.
- To be the central point of contact for the team and as such manage and respond to all referrals, request for information and/or initial enquires into the team. You will monitor and collate, and relevant monthly performance indicators and statistics as required.
- To ensure the provision of a comprehensive intelligence and data service supporting the work of the Investigation and Enforcement Teams. Work in partnership with Investigation and Enforcement Officers to prepare and acquire evidence that can be used in both identification of correct benefit assessments and/or criminal proceedings and assist where required in the preparation of Investigation and prosecution files. Assisting in data archiving activities in accordance with agreed procedures.
- To administer data protection requests received by the Council in line with agreed processes and relevant legislation.
- To meet the performance and reporting measures, that would assist in the preparation and presentation of strategy and progress reports to senior management/Audit/ and any other review body established by the Council on all issues relating to the intelligence and data function.
- To manage and monitor CAFT and CST mailboxes and ensure all correspondence is dealt with promptly and efficiently.
- To input and extract data from various computer systems as required, including the services case management system. Use other third-party computer systems such as Land Registry, Companies House and Experian whilst maintaining records of intelligence links and contact details relating to other external and internal stakeholders.
- To write letters, memoranda and summary reports for the purposes of enquiry, information gathering and explanation. Some of these letters, memoranda and reports will be of prescribed format and content; the majority will be of an individual nature involving complex legislative and procedural matters.
- To undertake general clerical duties within the team to including the maintaining of filing systems, stationary supplies, linking of post, obtaining computer reports and compiling statistical information as required.
- To include other duties and responsibilities of a similar administration and technical nature which may be allocated or become appropriate.

3. Financial Responsibilities:

- NA

4. Health and Safety Responsibilities

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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| Criteria | Essential/Desirable | Assessed by: |
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| Professional Membership/Qualification | | |
| Intelligence related qualification | Desirable | Application/Interview |
| To be able to demonstrate a good standard of education. | Essential | Application/Interview |
| Experience & Knowledge | | |
| Proven administrative skills | Essential | Application/Interview |
| Highly competent in the use of Microsoft Office products such as Word, Excel, PowerPoint and Outlook. | Essential | Application/Interview |
| The post holder will be expected to have experience of using various computer software packages and be able to demonstrate the ability to learn new packages. | Essential | Application/Interview |
| Proven competency to handle confidential/sensitive personal information in an appropriate and secure manner with an understanding and acceptance of how this benefits the efficiency, effectiveness and safety of the service. | Essential | Application/Interview |
| Awareness of local authority structures, duties and responsibilities. | Desirable | Application/Interview |

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| A proven capacity to work constructively in teams and multi-agency partnerships and produce positive results and outcomes. | Essential | Application/Interview |
| Political awareness and proven ability to handle the Member/Officer interface effectively and professionally in a way that establishes confidence, credibility and trust. | Essential | Application/Interview |
| An ability to work in a high-pressure environment and manage competing demands, work methodically, achieve targets and meet deadlines. | Essential | Application/Interview |
| To be able to demonstrate the ability to undertake manage and prioritise a wide-ranging personal caseload, able to work on your own initiative, whilst dealing with changing and frequently conflicting priorities. | Essential | Application/Interview |
| Ensure all communications are clear, effective and appropriately targeted in compliance with communication corporate standards. | Essential | Application/Interview |
| Deal effectively and professionally with challenging service users, stakeholders, partners and agencies. | Essential | Application/Interview |
| Proven ability to develop and maintain effective professional working relationships and networks with stakeholders and use these relationships to improve the effectiveness of the service. | Essential | Application/Interview |
| Ability to advice, persuade and influence stakeholders in a professional and effective manner. | Desirable | Application/Interview |
| Ability to communicate effectively and in an appropriate style, both in writing and verbally, to questions and complaints from MPs and Councillors. | Essential | Application/Interview |
| Skill & Ability | | |
| Excellent written and verbal communication skills. Ability to communicate accurately and appropriately with members of the public, senior management and elected Members. | Essential | Application/Interview |
| Proven ability to ensure a high standard of customer care is embedded across all work areas. | Essential | Application/Interview |

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| Ability to provide accurate guidance, information and advice to service users. | Essential | Application/Interview |
| Able to implement effective and relevant policies and procedures to deliver service and partnership objectives. | Essential | Application/Interview |
| Quickly establishes strong working relationships and networks with internal and external partners and embraces partnership working where relevant to deliver services most effectively and efficiently. | Essential | Application/Interview |
| Ability to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support. | Essential | Application/Interview |
| Ability to apply problem solving techniques to community safety and fraud issues. | Essential | Application/Interview |
| Actively contributes to the creation of an open, and interdependent culture. | Essential | Application/Interview |
| Values & Behaviours | | |
| Caring | | |
| Integrity- I work with candidates and colleagues in a way that builds trust. | Essential | Application/Interview |
| Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok | Essential | Application/Interview |
| Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt | Essential | Application/Interview |
| Learning to Improve | | |
| Insight- I regularly rely on evidence and professional standards to support my work and decision making. | Essential | Application/Interview |
| Agile- I am fully empowered to act within the scope of my role | Essential | Application/Interview |
| Growth Mindset- I take responsibility for my own personal development, growth and learning and | Essential | Application/Interview |

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| support others with their learning and development where I can | | |
| Inclusive | | |
| Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding | Essential | Application/Interview |
| Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others | Essential | Application/Interview |
| Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do. | Essential | Application/Interview |
| Collaborative | | |
| One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others | Essential | Application/Interview |
| Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet | Essential | Application/Interview |
| Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards | Essential | Application/Interview |