PNC Bureau Operator

District/Department	SCS – PNC Bureau	Rank/Grade	Band B

Role purpose:	To update PNC with information passed on by officers, police staff and external Agencies. To respond to calls from officers, police staff and other departments and relay relevant information.

Key Accountabilities:

To create, update, and amend information held on the Police National Computer (PNC) and other relevant South Yorkshire Police intelligence and recording systems as and when appropriate.

Research discrepancies.

Liaise with Criminal Justice Units and other criminal justice agencies to assist in the provision of complete records.

Deal with enquirers by telephone, in person or by other means, whether police officers, members of the public, other Criminal Justice Agencies or bone-fide authorities.

Maintains accurate records of relevant information using appropriate systems to ensure an audit trail and to measure and improve performance.

Manages customer expectations regarding the service that can be provided by giving advice and taking appropriate action.

Maintain high levels of customer service manage customer expectations and meet national and organisational service level agreements.

Other such duties commensurate with the grade of the post

Competencies/behaviours

Refer to the College of police Competency and Values *for a definition of the values and essential behaviours for each required competency level.*

Competency	CVF Level **Level 1 – Practitioner** **Level 2 – Supervisor/Middle Manager** **Level 3 – Senior Manager/Executive**
We are emotionally aware	Level 1
We take ownership	Level 1
We are collaborative	Level 1
We deliver, support and inspire	Level 1
We analyse critically	Level 1
We are innovative and open-minded	Level 1

Core values for ALL employees:

Integrity	Impartiality
Public Service	Transparency

Experience, Education and Skills: *Ideally between 4 and 6 of each*
Essential:
Communication skills – adapt language to meet the needs of different people/audiences.
Able to utilise IT packages, systems and/or databases.
Able to appropriately prioritise and plan own work.
Experience of information gathering and problem solving
Desirable:
Trained on PNC (Police National Computer) Names Enquiry
Trained on PND (Police National Database) System