



ROLE PROFILE

Post Title:	PSD Researcher	
Grade:	LC 5	JE: 1395
Location:	Professional Standards Department, Headquarters	
Responsible to:	Professional Standards Team Leader	

Job Purpose:

To carry out research into complaints and conduct matters, identify patterns and trends to enable learning and proactive measures to be implemented. Respond to FOI requests and assist with force wide performance statistic and data collection.

Key Responsibilities:

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Produce statistical information of reported complaints and conduct matters in Lancashire.
- Responsible for building reports using Crystal and SQL to extract data from the case management system.
- Conduct research of PSD systems and analyse data for provision to ACPO, OPCC, IOPC, Home Office, HMIC and FOI ensuring accurate and timely responses at all times.
- Responsible for the provision and analysis of management information and statistical data to support tasking and improve service delivery and customer satisfaction.
- Co-ordinate FOI requests, including conducting relevant research and preparing departmental responses for quality assurance by the Team Leader ensuring the provision of accurate and timely responses at all times.
- To identify trends and patterns within complaint and conduct matters for organisational learning and produce reports for circulation and publication.
- To conduct gap analysis research on Centurion and in consultation with the Team Leader feedback any identified training needs and impact on statistical data.
- To assist the Team Leader with system administration for the case management system, Centurion.
- To support the Reactive Investigation teams with statistical and timeline analysis for cases

- To assist with on-going departmental process reviews and to test and assist with the implementation of any proposed changes.
- To conduct research/tasking projects as requested.
- To attend meetings/user groups as required.
- To provide support and assistance to the Reactive Support Team Leader.
- Demonstrate a strong personal commitment to delivering and achieving value for money, whilst providing high quality service
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post.

Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

Resolute, compassionate and committed

Behaviour	Level	To be Identified by
We are emotionally aware	1	Interview
We take ownership	1	Interview

Inclusive, enabling and visionary leadership

We are collaborative	1	Interview
We deliver, support and inspire	1	Interview

Intelligent, creative and informed policing

We analyse critically	1	Interview
We are innovative and open minded	1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

Values :

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.

Integrity	Impartiality
Public Service	Transparency

Qualification		
Essential	Desirable	To be identified by
Knowledge / Experience		
Experience of researching, disseminating and evaluating information using verbal and numerical analytical skills		Application Form/Interview
Experience of working to deadlines and tight timescales within a busy office environment		Interview
Experience of recording details accurately.		Application Form/Interview
Experience of maintaining strict confidentiality, handling confidential and sensitive material in an appropriate manner and using tact and diplomacy where applicable		Application Form/Interview
Experience of interrogating computer systems to produce reports	Ability to analyse information, identify patterns and trends and make appropriate recommendations	
Experience of using Microsoft Software Applications, including MS Office – Word, Excel, PowerPoint & Access.		Interview
Experience of working on own initiative with minimum supervision and decision making.		
Experience of collating and presenting statistical information		
Experience of working effectively as part of a team.		
Other		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

Date last updated: September 2019