

<b>Title</b> <i>Intelligence Support Officer</i>	<b>Department</b> <i>Adult Social Care, Health and Public Protection</i>	<b>Post Ref.</b>
<b>Job Purpose</b> To carry out research and other intelligence related duties to support the operation and further development of an effective intelligence, tasking and co-ordinating capability within the Trading Standards Service.		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. Researching and collating information from Trading Standards databases and open source (i.e. publicly available) information to provide intelligence to inform the activities of the Trading Standards Service</li> <li>2. Producing low level intelligence reports identifying trends (e.g. most complained about traders/trade sectors) to assist managers in planning and resourcing activities within the service</li> <li>3. Providing intelligence support to the Intelligence Manager and Trading Standards Officers on individual enquiries/cases. This will include liaising with other agencies to obtain relevant information, researching open source information and producing intelligence reports.</li> <li>4. Promoting &amp; supporting the exchange of information/intelligence between the Service's Understanding Demand Unit and officers/managers within the Service and a diverse range of partner agencies.</li> <li>5. Assisting in the preparation of Trading Standards Service referrals to Government Agency Intelligence Network (GAIN) groups and other enforcement agencies.</li> <li>6. Assessing 5x5x5 intelligence reports and entering them onto the intelligence database.</li> <li>7. Supporting Team Managers in the tasking and co-ordination of activities within the Trading Standards Service.</li> <li>8. Supporting managers and officers in the gathering of data to evaluate the impact and outcomes of Trading Standards</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. Ensuring the maintenance of confidentiality of all information held by the Service.</li> <li>2. Supporting the development, management and maintenance of efficient and effective intelligence systems to support the delivery of a modern Trading Standards Service</li> <li>3. Ensuring intelligence data and legal documentation is accurate and processed in accordance with correct procedures at all times.</li> </ol>	

<p>activities and initiatives.</p> <p>9. Providing statements relating to investigations in which he/she has been involved and to give evidence in court when necessary.</p> <p>10. Supporting Team Manager in legal duties, including the preparation and processing of court papers and liaison with other parties involved.</p> <p>11. Providing support to the Service's Accredited Financial Investigator in the gathering of intelligence and the preparation and processing of legal documents</p>	
<p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>	

**Person Specification**

<b>Education and Knowledge</b>	<b>Personal skills and general competencies</b>
<ul style="list-style-type: none"><li>1. Evidence of good literacy and numeric skills</li><li>2. Good IT skills and proven ability to work with Microsoft Word, Excel and PowerPoint software</li><li>3. Required to study towards and complete the Intelligence Analyst level 4 apprenticeship within 18 to 24 months.</li></ul>	<ul style="list-style-type: none"><li>4. Puts into practice the Council's commitment to excellent customer care.</li><li>5. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>8. Proven ability to record information accurately on computerised and manual systems</li><li>9. Ability to identify, interpret and analyse data from a variety of sources and produce clear and concise reports</li><li>10. Proven ability to communicate clearly and use appropriate language, both on the telephone and directly with the public.</li><li>11. Proven ability to plan and prioritise own work effectively, show initiative and a flexible "can do" problem solving approach.</li></ul>	<ul style="list-style-type: none"><li>6. Works well with colleagues but also able to work on their own initiative.</li><li>7. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</li></ul>
<b>Role Dimensions</b> <ul style="list-style-type: none"><li>12. Supporting the development, management and maintenance of efficient and effective intelligence systems to support the delivery of a modern Trading Standards Service.</li><li>13. Supporting Team Manager to prepare and process court papers to achieve good legal outcomes for the Trading Standards Service.</li><li>14. Supporting Accredited Financial Investigator to achieve good outcomes for the Trading Standards Service under Proceeds of Crime legislation.</li><li>15. Working arrangements could necessitate some Saturday, Sunday, Bank Holiday and Evening working for which appropriate recompense can be claimed</li></ul> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date August 2019

Tier 7 - Frontline Roles