

Title Intelligence Support Officer	Department Adult Social Care, Health and Public Protection	Post Ref.
Job Purpose 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.		
Key Responsibilities <ol style="list-style-type: none"> 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 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 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. 4. Promoting & 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. 5. Assisting in the preparation of Trading Standards Service referrals to Government Agency Intelligence Network (GAIN) groups and other enforcement agencies. 6. Assessing 5x5x5 intelligence reports and entering them onto the intelligence database. 7. Supporting Team Managers in the tasking and co-ordination of activities within the Trading Standards Service. 8. Supporting managers and officers in the gathering of data to evaluate the impact and outcomes of Trading Standards 	Key Accountabilities <ol style="list-style-type: none"> 1. Ensuring the maintenance of confidentiality of all information held by the Service. 2. Supporting the development, management and maintenance of efficient and effective intelligence systems to support the delivery of a modern Trading Standards Service 3. Ensuring intelligence data and legal documentation is accurate and processed in accordance with correct procedures at all times. 	

<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>The post holder will perform any duty or task that is appropriate for the role described</p>	

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

Date July 2012