JOB PROFILE

POST TITLE:	**Missing Person Support Officer**
GRADE:	**C**
DIRECTORATE:	Local Policing
RESPONSIBLE TO:	Detective Sergeant, CSE/Missing Team
LOCATION:	Leamington Justice Centre, with travel across Warwickshire
JOB PURPOSE:	To carry out methodical and structured research in support of analysis to contribute to developing accurate intelligence and data for Missing children in Warwickshire.

MAIN RESPONSIBILITIES:

1. To provide research capability within the Missing Team through reviewing administering and prioritising intelligence and other information from partner agencies and ensure this is responded to appropriately according to the risks identified, within a timely manner.

2. To ensure that the research supports operational needs with an approach that is structured and methodical.

3. To ensure intelligence is obtained ethically and in accordance with the relevant legislation, policy, protocols and codes of practice, specifically to receive information from the Missing Persons Practitioners working within Children's Services and carry out research/lateral checks and share relevant information back to partners

4. To receive, record and co-ordinate Police information retrieved from COMPACT and Athena to share at the CSE Missing and Trafficking Operations Group. To maintain and support ongoing or long-term analytical products with timely, accurate and reliable research of joint systems and other systems, providing data sets to partner agencies in relation to CSE/Missing and Trafficking .

5. To identify and account for issues surrounding data quality in relation to Missing children. Review all case management systems and ensure data quality, integrity audits and data cleansing compliance.

6. To present the results of research in the most suitable format to all relevant parties, including outside organisations. Receive, co-ordinate and administer PVP related 'warning' or preventative markers including CSE risks, risk

	management plans, address flagging, child orders and plans and liaise with other internal departments as necessary to ensure force systems are updated appropriately.
7.	To assess the threat risk and harm to missing children based all available information and consider the wider impact of this information.
8.	To review and process the return home interviews provided by the missing children practitioners. Submit relevant intelligence and share information as appropriate and provide quality assurance and feedback in respect of the content of the return home interviews.
9.	To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

Special Conditions:	• The duties of this post involve exposure to disturbing images or tasks.
Security level:	Management Vetting (MV)

PERSONAL QUALITIES LEVEL: PRACTITIONER

Serving the Public

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

Openness to Change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service Delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision Making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with Others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.

PERSON SPECIFICATION:

Knowledge:

- 5 A-C Grade GCSEs (or equivalent) including Maths and English
- An understanding of the management of risk in relation to Protecting Vulnerable People
- An understanding of the statutory guidance, approved professional practice and local safeguarding procedures relating to CSE and Missing Persons.

Experience:

- Experience of providing administrative support and processing complex information.
- Experience of working within a multi-agency environment .
- Demonstrable experience of data/information collection, analysis and presentation of information.

Key Skills:

- Competent in the use of basic ICT applications such as email and word processing.
- Able to enter information correctly using an appropriate computer system
- Ability to retrieve and present information in a suitable format.
- Good communication skills (including written formats).
- Ability to be innovative, work independently and possess good time management skills

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SPECIAL CONDITIONS CHECKLIST: POLICE STAFF POSTS

Section 1: Allowances	Yes	No
Shift working	☐	☐
Weekend working	☐	☐
Unsocial hours	☐	☐
Night working	☐	☐
Essential Car User	☐	☐
Casual Car User	☐	☐
On Call	☐	☐
Subscriptions Paid	☐	☐
	☐	☐

Section 2: Other Conditions	Yes	No
Flexi-time Scheme applicable to role	☐	☐
Regular travel throughout the Warwickshire and West Mercia Policing Areas	☐	☐
Politically Restricted post	☐	☐
Warranted Powers *Please list powers:*	☐	☐
Wearing of uniform	☐	☐
	☐	☐

Section 3: Security Level *(See notes)*	Yes	No
Counter Terrorist Check (CTC)	☐	☐
Security Check (SC)	☐	☐
Developed Vetting (DV)	☐	☐
Management Vetting (MV)	☐	☐

Section 4: Health and Safety *(See notes)*	Yes	No
Frequent Physical Effort required *Please give brief details:*	☐	☐
Exposure to disturbing/unpleasant images or tasks *Please give brief details:*	☐	☐
Unpleasant Working Conditions *Please give brief details:*	☐	☐
Personal Protective Equipment (PPE) required *Please list equipment required:*	☐	☐
Medical examination	☐	☐
Hearing test	☐	☐
Eye sight test	☐	☐
Night worker	☐	☐
Lone working	☐	☐

Section 5: Additional Responsibilities	Yes	No
Fire Warden	☐	☐
	☐	☐

Section 6: Mandatory Training Requirements	Yes	No
Personal Safety Training	☐	☐
	☐	☐
	☐	☐