

ROLE PROFILE

Role Title	VIPER® Engagement Officer	Reporting to	Service Capability Manager
Section	National VIPER® Bureau	District/Department	Office of the Police and Crime Commissioner (OPCC)
Tenure		Rank/Grade	Scale 6

Part A – JOB DESCRIPTION

Overall purpose of role	Deliver opportunities to record volunteer images by building strong and effective working relationships through community engagement. Plan, organise and attend volunteer recording events ensuring the VIPER® Identification Database is maintained and enhanced to meet the requirements of users and support the delivery of the Service Level Agreement (SLA).
Key outputs for role –	
<ol style="list-style-type: none"> 1. Lead by example and behave in line with the OPCC Code of Ethics ensuring that the values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes. 2. Continuous enhancement of the VIPER® volunteer database, through strong and effective working relationships and community engagement. 3. Record volunteer images for inclusion on the VIPER® Identification Database (providing payment where agreed) in line with agreed local policies. 4. Complete demographic research and statistical analysis to help identify, access and record volunteer images. 5. Prepare, transport, configure and operate the VIPER® Identification Booth to record volunteer images to the approved standard during recording events. 6. Quality assure the contents of the VIPER® Identification Database, ensuring compliance with relevant legislation, best practice and VIPER® image standard. 7. Assist colleagues within the National VIPER® Bureau as and when required to ensure the operational effectiveness off the department. 8. Edit still and moving images in compliance with relevant departmental and other approved standards. 9. Produce documentation in support of the VIPER® service with respect to Data Protection, Quality Management Systems (ISO), relevant legal requirements and best practice. 	

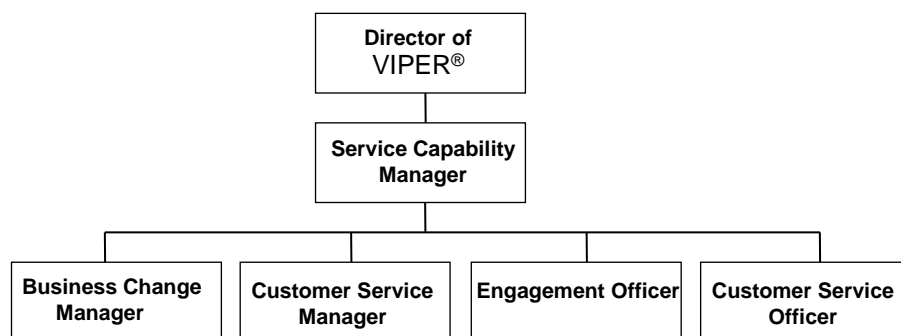
Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)
<ul style="list-style-type: none"> • Deliver in excess of 1000 new volunteer images through engagement activities per annum. • Follow correct procedures for handling monies payable to volunteers during recording sessions. • Be part of a team delivering over 15,000 video identification parades for over 20 forces across 100 operating locations. • All images recorded must meet the VIPER® standard and any resulting parades produced by the department must be compliant with relevant legislation and best practise. • Ongoing engagement with BAME communities to develop relationships and deliver in excess of 500 BAME volunteer images per annum.

Work/Business contacts
Internal: OPCC and support staff to serve individual needs for advice and support. External: Subscribers to the service, specialist personnel from non-Police organisations, members of the public and Community groups.

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
<ul style="list-style-type: none"> Substantial demonstrated experience within research, event planning and engagement. 	Essential
<ul style="list-style-type: none"> Able to conduct research, analyse evidence and establish requirement for community consultation and engagement to assist with the planning of volunteer recording events. 	Essential
<ul style="list-style-type: none"> Excellent communication skills with a keen awareness/sensitivity of the different cultures & diverse communities throughout the UK. 	Essential
<ul style="list-style-type: none"> Direct experience of organising public and partner events. 	Essential
<ul style="list-style-type: none"> Proven experience of ability to work in a pressured environment with competing demands. 	Essential
<ul style="list-style-type: none"> Knowledge of, and ability to, use a range of relevant computer packages including Microsoft Word and Excel. 	Essential
<ul style="list-style-type: none"> Ability to research, interpret and understand demographic/statistical information. 	Essential
<ul style="list-style-type: none"> Ability to prepare and transport the VIPER® Identification Booth to record volunteer images to the approved standard. 	Essential
<ul style="list-style-type: none"> Ability to train others in the use of relevant hardware, software and National VIPER® Bureau procedures. 	Desirable
<ul style="list-style-type: none"> Knowledge / experience of delivering successful media campaigns and communications in the delivery of a corporate objective. 	Desirable
<ul style="list-style-type: none"> Ability to edit still and moving images in compliance with relevant departmental and other approved standards. 	Desirable
<ul style="list-style-type: none"> Ability to configure and operate the VIPER® Identification Booth to record volunteer images to the approved standard once trained. 	Desirable
Other (Physical, mobility, local conditions)	
<ul style="list-style-type: none"> Able to work ad-hoc unsociable hours and work away from home overnight to prepare and attend recording sessions. 	Essential
<ul style="list-style-type: none"> Ability to travel throughout the UK and potentially overseas, with overnight stays and ad-hoc hours an operational requirement. 	Essential
<ul style="list-style-type: none"> Has a full current UK/European driving licence. 	Essential
<ul style="list-style-type: none"> Ability to successfully complete a manual handling course. 	Essential
<ul style="list-style-type: none"> Ability to transport heavy equipment between premises and vehicles. 	Essential

Expertise in Role - After initial development - Level 2
<ul style="list-style-type: none"> Established network of contacts to assist in the delivery of the National VIPER® Bureau Volunteer Database Carries out effective engagement activity across the UK using excellent communication and interpersonal skills and demonstrated sensitivity towards diverse communities on a national basis. Demonstrated experience in the organisation of events to enhance the content of the volunteer database Detailed Knowledge of PACE Identification legislation and requirements Detailed knowledge of National VIPER® Bureau policies, procedures and documentation Demonstrated experience of delivering training in support of the National VIPER® Bureau Advanced knowledge of relevant computer systems

Structure



PART B – COMPETENCIES & VALUES

Competency and Values Framework –

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Select one level

Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Has significantly contributed to projects to develop National VIPER® Bureau within the UK Police Service.
- Is a recognised source of expert advice relating to National VIPER® Bureau processes.
- Has delivered upgrades to the National VIPER® Bureau Volunteer Database to meet the requirements of users.

PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter Access to buildings where based
Vetting Level	Management Vetting
Date accepted as a role profile	24/02/20