**ROLE PROFILE**

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| **Role Title:** | Technical Surveillance Officer | **Leadership level:** |  |
| **JRN:** | 13041 | **Job family:** |  |
| **Band:** | 8 | **Location:** | Location based  |
| **Allowances:** | As per contract | **Politically restricted:** | No |
| **Department:** | NEROCU | **Vetting level:** | MV SC |
| **Reporting to:** | Supervisor | **Date published:** | September 2022 |
| **Posts responsible for:** | Allocated staff  |
| **Part A – Job Description**  |
| **Overall purpose of the role:** |
| To provide specialist overt/covert technical capabilities for serious and organised crime operations, crimes in action and risks to life incidents, and pre-planned operations in support of operational objectives in accordance with relevant statutes, regulations, national standards, regional and force policies and strategies. |
| **Key responsibilities of the role:** |
| **1** | Assess and prioritise tasks within requests for support in accordance with the agreed unit strategy. Liaise with operational customers to identify their requirements, identifying potential technical solutions, ensuring appropriate authorities are in place, prioritising phases when necessary whilst managing expectations in order to efficiently deliver an effective technical response. |
| **2** | Undertake overt and covert technical feasibility studies, including risk assessments and tactical options available to suit the identified operational objectives and working conditions. Present, discuss and compare the operational and technical requirements with the customer in order to agree the most appropriate solution. |
| **3** | Working co-operatively with team members and colleagues to design, develop and construct agreed bespoke solutions including complex network infrastructure, modify and manufacture equipment, tools and concealments. Undertake all preparations, including liaison with internal departments, external agencies and the general public in order to identify and resolve potential issues prior to deployment including the adoption of external partners’ business identity in consonance with appropriate cover stories. |
| **4** | Implement technical solutions as planned in liaison with the operational lead. React dynamically to environmental, technical, operational and risk variations to minimise potential compromise to the operation, force reputation and health and safety. |
| **5** | Assess, design and implement key technical surveillance infrastructure including datacentre and regional information access systems, backbone and short haul data transport together with specialist operations and monitoring rooms. Act as Technical Lead as directed and provide specialist and expert technical advice within the region.  |
| **6** | Maintain databases detailing methodologies, technical solutions and deployed equipment in order to provide auditable management information for inspection by governing bodies and as evidence to support the criminal justice process. |
| **7** | Maintain, service and repair regional assets monitoring and replenishing essential components and equipment to maintain operational effectiveness throughout the region. Ensure that all equipment issued is properly authorised and its use complies with regional and national procedures in order for the unit to operate efficiently, effectively and In accordance with College of Policing standards. |
| **8** | Provide operationally specific training and documentation in the correct use of equipment ensuring its use is lawful and complies with national and regional procedures in order to enhance and maintain the protected methodologies required for sensitive national and regional investigations and in accordance with quality standards. Undertake training needs analysis of regional capabilities as directed by supervision to ensure appropriate and effective continuous professional development across all regional technical surveillance officers. |
| **9** | Undertake research, development and project work in respect of current and emerging technical surveillance capabilities and equipment. Proactively horizon scan new and more advanced surveillance techniques and provide technical solutions or make recommendations to resolve issues, ensuring best value within regional constraints and presenting findings in an appropriate format to inform management decision making. |
| **10** | Retain professional license status and develop technical knowledge by undertaking continuous professional development through liaison with external agencies/partners, attending meetings, courses and completing qualifications. Maintain currency with legislative changes, best practice and contribute to the overall achievement of regional and technical surveillance unit objectives. |
| **11** | Undertake enhanced health and safety training to mitigate the effects of working in extreme conditions which may, but not exclusively, include unpleasant and hazardous locations, variable climatic conditions, high threat environments with proximity to firearms and other locations with a heightened risk to personal safety and life.  |
| **12** | Liaise, develop and maintain business relationships with key stakeholders, other national and regional external law enforcement agencies and civilian partners to influence decision making processes. Understand their roles and cultivate communication to understand their needs and concerns during operations. |
| **Part B – Scope of contacts**  |
| **Internal / External relationships:** |
| **Internal:** specialist support unit, investigative teams, surveillance teams, covert ops, Cyber, SIU, murder investigation, counter corruption, safeguarding, area command, uniform, CID, search teams, forensic investigation, Digital Policing, fleet and estates, support staff**External:** Government agencies and departments including MOD, Home Office, Cabinet Office, regulatory bodies, Security Service and Counter Terrorism. Metropolitan and local authorities. Other law enforcement including NCA, forces and regional specialist units. All levels within commercial entities providing equipment, services and site access. |

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| **Part C – Competencies and Values**  |
| **Northumbria competencies and values framework (NCVF)** |
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| **Part D – Continuous Professional Development (CPD) role 6 months**  |
| **First 6 months** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | HND or City & Guilds (QCF Level 5 or above) in Engineering Technical Support, AV Technologies or closely related technical discipline. Degree Level in related technical discipline and/or have proven relevant experience to a comparable level.Exceptional knowledge and/or practical experience of working in a technical arena.Full UK Driving LicenceFollowing appointment, there will be a requirement to obtain and maintain professional licensing qualifications as specified by The College of Policing. | Competence and working knowledge of RIPA, IPA, THRIVE and NDM operating within a regulated environmentKnowledge of Cyber SecurityProfessional/trades electrical qualificationBuilding trades qualificationAutomotive electrical and/or electronic systems qualification | Application/interview/CPD |
| Planning and organising | Experience of effectively managing delegated resourcesEvidence of multiple task prioritizationEvidence occupational flexibility and the capacity to dynamically refocus in response to ever changing technical demands and environments.Demonstrate organisational skills and focus relating to technical and operational tasks and the ability to meet objectives within critical timelines.Maintain accurate records both at technical and operational levelsCapable of making key and final decisions in operational and tactical environments Accountable for accurate records both at technical and operational levels | Understanding of PRINCE2 or other project management processes | Application/interview/CPD |
| Problem solving and initiative | Deliver solutions based upon the ability to analyse and assess the operational threats, risks and requirement and match, modify or adapt the technical resources within objectives.Resolve technical issues and improvise solutions under extreme pressure in time critical situations in often adverse or hostile environments and circumstances demonstrating adaptability and resilience in the face of direct and imminent threat.Produce novel and innovative solutions to complex challenges and demonstrate initiative and self-determination in times of the absence of direct supervision Able to identify potential applications or new or improved technologies related to technical surveillance to improve working practices |  | Application/interview/CPD |
| Management and teamwork | Manage and agree timelines and outcomes within tasks set by supervision. Demonstrate the ability to implement planned solutions while remaining open to direction and suggestions from other team members without prejudice.Demonstrate the ability to work and collaborate effectively with teams of all sizes and specialisations across internal departments, external agencies and organisations and be prepared to take the lead technical role as requiredDemonstrate awareness of individual differences and provide support as requiredIdentify potential opportunities to enhance efficiency and effectivenessProvide cover during periods of supervisory temporary absence to maintain the operational tempo. |  | Application/interview/CPD |
| Communicating and influencing | Demonstrate clear and effective written, oral and multimedia communication skills and the ability to engage a variety of audiences to inform and/or persuadeEffectively influence the technical direction of operations to ensure maximum successLiaise directly with manufacturers and providers of equipment and services to obtain maximum benefit for the organisation.Foster the trust of the public when seeking to encourage their support in the execution of operational tasksDemonstrate empathy and compassion towards victims of serious crime. | Ability to communicate complex technical concepts effectively to non-technical staff | Application/interview/CPD |
| Other skills and behaviours | Operate under covert identities, adopt cover stories and use tradecraft and tactical awareness to maintain integrity of operations and prevent compromiseDemonstrate the ability to manage workloads and balance competing priorities and be able to interpret and apply guidance to a specific activityEvidence skill in the use of use IT packages, systems and/or databases to fulfil role requirementsMaintain personal responsibility for CPDMaintain and update key knowledge, understanding and skills relating to legislation policy and practice across all functional policing areas of operational responsibilityComplete all annual and mandatory training including for example, fitness tests, personal safety training, first aid, and protecting information.Undertake the safe use of industrial standard workshop machinery in the construction and modification of hides and equipmentDemonstrate conformity and adherence to Health & Safety at Work regulationsExhibit a preparedness to undertake on-call duties and to respond to short notice urgent and out-of-hours requirements for technical surveillance support.Maintain currency of College of Policing Guidance, licensing, best practice and any local policy applicable to the operational police contextDemonstrate commitment to diversity and inclusivity operating in a non-judgemental way | Demonstrate willingness to train in unfamiliar skillsDemonstrate willingness to obtain additional professional and occupationally related qualifications | Application/interview/CPD |