Role Profile

Role Profile Part 1			
Role title	Criminal Records Administrator	**Grade/Rank**	Scale 4
Dept/Area	Various	**Vetting Level**	RV
Responsible to	Head of Section	**Staff line managed**	N/A
Reviewed by (Line Manager)	Hayley Kimber	**Date**	05.03.25
Purpose of Job	Working within the ACRO Criminal Records Office (ACRO), to interrogate policing databases to respond to enquiries from customers and stakeholders. To carry out searches, review and compare information and prepare disclosure documentation for the prevention of crime and to support the criminal justice system.		
Key Accountabilities	1. To search databases and other manual records, validating and checking documents received to ensure the accuracy and relevance of the information held or provided. 2. To ensure information has been updated on policing systems accurately and liaise with external forces/agencies to advise of any discrepancies so appropriate amendments can be made. 3. Handle sensitive data and process policing checks in accordance with ACRO service level agreements and the relevant weeding rules and record all decisions appropriately to ensure the prevention of data breaches. 4. To take appropriate action to resolve queries at first point of contact whenever possible, being accountable for maintaining a high standard and managing customer's expectations in relation to the services ACRO provides. 5. To disclose information to authorised agencies/applicants in accordance with national and international guidelines, or personal data to data subjects under the Data Protection Act 2018 and General Data Protection Regulation as appropriate and ensure work is processed in accordance with ACRO service level agreements. 6. To identify intelligence and refer it to the relevant internal or external department to ensure the data is shared appropriately. 7. To undertake good housekeeping of records on police databases in accordance with agreed policies and procedures and maintain efficient and effective office systems and records. 8. To provide a consistent level of performance in line with quality standards and internal and external Service Level Agreements 9. To provide regular and effective service. Plus role holders will be allocated to one of the assignments below: **National Disclosure Unit:** 1. To undertake checks on police systems for the purpose of disclosure to individual members of the public, whilst ensuring data is handled in		

accordance with ACRO guidelines and Data Protection Laws, preventing data breaches.

2. To prepare disclosure documents in accordance with ACRO's guidelines.

3. To efficiently produce disclosure products in accordance with ACRO's performance management requirements.

4. To liaise with external and internal applicants/departments/agencies via all forms of communication

5. Process and issue Fixed Penalty Notices for ACRO service users.

PNC Services:

1. To undertake checks on police systems for the purpose of disclosure to external non police agencies, whilst ensuring data is handled in accordance with ACRO guidelines and the General Data Protection Regulation (GDPR) 2018.

2. To liaise with forces to seek guidance on records and to inform them of discrepancies.

3. To provide rationale on disclosure of non-convictions for Non Police Agencies that may be a cause for concern/pose threat harm or risk.

4. Create certificates for Home Office department taking account of non-disclosures of sensitive information.

International Services:

1. To accurately and securely exchange and review criminal conviction data in accordance with international sharing agreements.

2. To be aware of changing legislation, processes, policies and countries requirements when exchanging data, ensuring that conviction data is sent to the appropriate team.

3. To assist policing and non-policing agencies by providing foreign criminal conviction information.

4. To review, interpret and disclose data ensuring its sanitisation in accordance with country agreements, human rights and other applicable legislation.

Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. ACRO may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.

ACRO is hosted by The Chief Constable of Hampshire and Isle of Wight Constabulary (HIOWC). ACRO staff are employed as police staff under HIOWC terms and conditions with supplementary ACRO procedures and guidance.

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Additional Requirements	Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role. Keep up to date with changes in legislation, local procedures and/or policies that affect working practices and the use of police databases or systems (including European or International requirements where appropriate). All role holders will be expected to attend and successfully complete various in-house and national PNC and/or LEDS courses and any other role specific training as required. It is recognised that role holders may wish to develop their skills within ACRO. As such there will be opportunities to transfer between ACRO business areas when vacancies arise. There may be a requirement to interchange between ACRO teams as required to meet ACRO business or service delivery needs. Provide peer support to new and existing staff on all aspects of the role. An initial 12 month probationary period will apply on appointment to the role. All role holders will need to undergo and maintain appropriate vetting in order to carry out the full duties of the role. May be asked to carry out fire warden duties to meet required standards if required.

Role Profile Part 2	
CVF Recruitment Competencies and Level	We are Emotionally Aware- Level 1 We Take Ownership – Level 1 We Collaborate – Level 1 We Support and Inspire – Level 1 We Analyse Critically – Level 1 We are Innovative and Open Minded – Level 1 Courage Respect and Empathy Public Service

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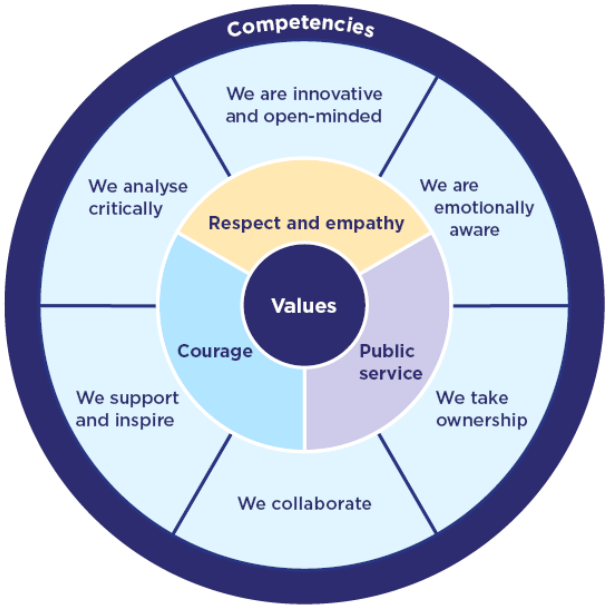
Education/Qualifications	Essential: Educated to QCF 2 At least 3 passes to include English and Mathematics OR work experience deemed to have brought the role holder to a comparable level. Desirable: N/S		
Experience and Skills	Essential: Experience in handling confidential information, both manual and computerised. To be computer/keyboard literate and a competent keyboard user. Proven experience of updating a computerised system with speed and accuracy. Proven experience of working with minimal supervision. Proven experience of paying attention to detail. Desirable: Knowledge of police computer systems, particularly the Police National Computer (PNC). Demonstrate an ability to interpret information.		
Approved by People Services	Natalie Ladd	**Date**	25.03.25

Role Profile Part 3			
Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.		
	We are Emotionally Aware	Level 1	
	We Take Ownership	Level 1	
	We Collaborate	Level 1	
	We Support and Inspire	Level 1	
	We Analyse Critically	Level 1	
	We are Innovative and Open Minded	Level 1	
Underpinning Values	Courage		
	Respect and Empathy		
	Public Service		

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Initial Development Skills for new to role period	All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required
Continuing Professional Development	Courses and Conferences should be attended to benefit professional learning and development.