

JOB DESCRIPTION

Post:	Communications Data Investigator SPOC	
Grade:	Band E	Job Evaluation Ref: C56/B475
District/Department:	Cyber and Serious Crime Directorate	
Sector/Section:	Communications Data Investigation Unit	
Location:	OCC, Wymondham/PHQ, Martlesham/Halesworth	
Reporting to:	Communications Data Investigation Unit Manager	

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

The Communications Data Investigations Single Point of Contact (SPoC) will advise investigation and intelligence teams, Analysts, Digital Support Officers (DSO's), Police Digital Investigators (PDI's) and general applicants on policy, legislation and data recovery in order to meet the operational strategy.

The post holder will be accountable for the lawful acquisition of Communications Data, giving effective advice to investigations and intelligence operations to support the timely acquisition of appropriate Communications Data.

In adherence with the guidelines set out in the Codes of Practice for the Acquisition of Communications Data, pursuant to parts 3 and 4 Investigatory Powers Act 2016 (IPA), the postholder will act as the Single Point of Contact between Telecommunications Operators (TO's), Internet Service Providers (ISP's), Social Media Companies and both Norfolk and Suffolk Constabularies, to lawfully acquire Communications Data (CD) to support operations.

This is a high-risk environment and the postholder must ensure that the respective Chief Constables are protected from litigation in relation to the handling of sensitive information, the duty of care to persons in our control and those subject to the activities undertaken.

2. Main activities of the role (This list is not exhaustive)

- Act as an accredited officer and Single Point of Contact on behalf of the Constabularies to acquire and disseminate timely IPA entity and event data and non-IPA data from TO's/ISPs/social media companies
- Identify and advise the best means of acquiring CD from TO's/ISPs/social media companies
- Review and quality assure applications for CD to ensure necessity, proportionality and minimisation of collateral intrusion under IPA as well as a good standard of English. Where necessary, train and educate DSO', PDI's, Analysts, SIOs and local Investigators in the correct completion of application forms
- Advise Authorising Officers (AO's) and Designated Senior Officers (Superintendents and Inspectors) on issues for their consideration before and during their review of applications for authorisation, including that authorisations and notices are lawful
- Assess whether CD disclosed by a TO in response to a notice / authorisation fulfils the requirements of the notice, and take appropriate action if it fails to do so
- Quality assure returned data from TO's, /ISPs/social media companies to check for errors and take appropriate action in recording and reporting errors to IPCO where required
- Engage proactively with the SIO, PDI, DSO, Analyst, or local Investigator to support them in the development and update of the technology & data strategy within the overall operational strategy

Validated: M. Eaton 13.06.12, updated 20.11.14, updated F.Hopper 17.06.16, Updated 18.06.20

- Advise the SIO, PDI, DSO, Analyst, or local Investigator on appropriately targeted, necessary, proportional, practical, lawful and best value CD applications to meet the objectives of the technology & data strategy
- For **urgent** requests, support the basic cleansing of data
- Prepare witness statements, producing CD in agreed formats, and occasionally appear in Court to explain the processes and for acquiring CD
- Occasionally and when requested because the CD has been complex, attend case conferences to support preparation of the case by Prosecutors
- Provide input into inspections by IPCO
- Under the direction of the CD SPoC Manager complete actions to address recommendations identified by IPCO
- Identify opportunities for continual improvement of the CD SPoC service and share these ideas using provided mechanisms
- Use agreed systems and mechanisms to share knowledge and experience gained with CD users both within and across Law Enforcement Authorities (LEAs)
- Log the context and outcome of key discussions and decisions in the CD SPoC Log
- Completion of CD SPoC workbook to become recognised as an experienced CD SPoC
- Work on 'life at risk' and live trace cases
- Focus on advising major crime investigations and intelligence operations, attending kick off and debrief meetings as well as other mid-investigation meetings, as appropriate
- When necessary, mentor and coach junior members of the CD SPoC Unit, providing opportunities for development and work shadowing
- Support the CD SPoC Manager with the resolution of day-to-day issues
- Under the guidance of the CD SPoC Manager, deliver training on the CD SPoC services within the Constabulary, jointly with Digital Forensics and Open Source where appropriate
- Resolve issues with TOs that can be managed locally
- Co-ordinate the input of expert witnesses such as cell site engineers or RF technicians
- **Provide on-call support as required** for emergency situations, including threat to life and crime in action. Provide live time advice to senior investigating officers on the most effective course of action, for obtaining time critical communications data in compliance with best practice and relevant legislation.
- Any other duties that are commensurate with the role and grade as may be requested by management

4. **Special conditions/Points to note**

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies.
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.
- e) The role requires receiving an appropriate level of clearance
- f) The role requires maintenance of accreditation as a single point of contact by attending regular training courses and CPD activities; you will disseminate this information to your immediate colleagues.

PERSON SPECIFICATION

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Location: OCC, Wymondham/PHQ, Martlesham/Halesworth

Essential Criteria

1. Basic investigative skills and mindset with an understanding of investigative and prosecution processes
2. Ability to effectively plan and prioritise own workload with minimum supervision
3. Ability to build appropriate working relationships with other teams in high pressured environments e.g. investigation, prosecution, TO, open source and digital forensics teams
4. Experience of creating and delivering presentations with the ability to communicate information clearly and accurately to individuals of all levels and to varied audiences.
5. Experience of working in a continually changing environment and adapting accordingly
6. A thorough knowledge of the Investigatory Powers Act 2016 (IPA) and its applicability to investigations/intelligence operations as well as other legislation impacting on the Unit such as the Criminal Procedures Investigation Act, the Human Rights Act and the Data Protection Act
7. Ability to work outside of normal office hours on an on-call basis as required
8. Ability to travel throughout Norfolk and Suffolk and country-wide as required

Desirable criteria

1. Experience of working in a technology environment or an intelligence role
2. Experience of maintaining continuous professional development within your current or previous roles