



Gangmasters & Labour Abuse Authority

Intelligence Assistant

Summary of the role

The post holder will support the Intelligence function of the GLAA in the gathering, recording, risk assessment, analysis and development of information received from a variety of open and closed sources. The post holder will assist in the development of actionable intelligence products in connection with enforcement or compliance activities falling within the operational remit of the Gangmasters and Labour Abuse Authority. In addition the post holder will routinely receive and respond to calls and correspondence from vulnerable workers, members of the public and partner agencies reporting breaches of the Gangmasters Licensing Act, its associated licensing standards and other alleged criminal law offences falling within the investigative scope of the GLAA.

Workplace Values

At the GLAA all employees are expected to abide by the values we have within the organisation, Integrity, Respect, Commitment, Professionalism and Teamwork.

Integrity

Being trustworthy with an honest, responsible and reliable approach to achieve our goals.

Respect

Helping each other in a friendly, supportive and inclusive working environment to achieve our goals.

Commitment

Finding solutions with innovative ideas, sharing knowledge and expertise to achieve our goals.

Professionalism

Delivering quality, working productively with passion and pride to achieve our goals.

Teamwork

Working together to utilise each other's strengths, skills and experience to achieve our goals.

Civil Service Behaviours

Seeing the Big Picture

Understand what your responsibilities are and how these contribute to the priorities of your team. Consider the varied impact your work could have on individuals with different needs and from other backgrounds. Gather information from both inside and outside of the organisation to inform your area of work.

Changing and Improving

Review ways of working and suggest improvements, including how to make full use of new digital technologies. Learn new procedures and help colleagues to do the same. Query any issues that arise from changes in a suitable way. Respond in an effective and appropriate manner when emergencies arise.

Making Effective Decisions

Use guidance, analyse relevant information and ask colleagues for input to support decision making. Identify and deal with any errors or gaps in information before making a decision. Consider the diverse needs of those affected by decisions and how it will impact them. Provide advice and feedback to support others in making accurate decisions. Ask others to clarify decisions when confused and query any issues that arise constructively.

Leadership

Show enthusiasm for your work and take personal accountability for your role. Demonstrate responsibility for your own objectives. Act in a fair, inclusive and respectful way when dealing with others. Be considerate and understanding of other people's points of view. Understand and support the objectives of the wider team. Demonstrate consideration of the wider consequences of own actions.

Communicating and Influencing

Put forward your views in a clear, constructive and considerate manner. Use an appropriate method of communication for each person such as an email, telephone call or face-to-face, taking into consideration their individual needs. Use plain and simple language, being careful to check written work for errors. Consider the impact of language used on different groups of stakeholders. Remain honest and truthful when explaining opinions. Listen and ask questions to ensure your understanding.

Working Together

Proactively contribute to the work of the whole team and remain open to taking on new and different roles. Get to know your colleagues and build supportive relationships. Listen to alternative perspectives and needs, responding sensitively and checking understanding where necessary. Ask for help when needed and support others when the opportunity arises. Be aware of the need to consider your own wellbeing and that of your colleagues. Understand that bullying, harassment and discrimination are unacceptable.

Developing Self and Others

Identify gaps in your skills and knowledge and make plans of how to develop these. Take time to achieve development objectives. Listen to and act on feedback from colleagues to find areas you can develop. Share knowledge and skills learnt with colleagues to contribute to the learning and development of the whole team.

Managing a Quality Service

Gain a clear understanding of customers' needs and expectations. Plan, organise and manage your own time to deliver a high quality service which gives taxpayers a good return for their money. Act to prevent problems by identifying issues, reporting them and providing solutions. Keep customers and all colleagues up to date with progress. Show customers where to access relevant information and support that will help them to use services more effectively.

Delivering at Pace

Always work with focus and pace to get the job done on time and to a high standard.

Follow the relevant policies, procedures and rules that apply to the job. Use own knowledge and expertise to organise work. Keep focused on delivery and take responsibility for the quality of work produced. Keep a consistent level of personal performance. Keep managers and stakeholders updated on how work is progressing.

Responsibilities

- Supporting the Intelligence Officers in the day to day activities of the Intelligence Unit
- Routine application checks for new licence applicants and changes of Principal Authority including interrogation of all available systems and information sources
- Requesting, analysing and responding to information to or from other government departments
- Researching and utilising all available information sources to inform the development of a variety of intelligence related products
- Acting as a point of contact and support for exchange of information and intelligence
- Inputting, retrieving and presenting data using the Intelligence Management System and other associated IT or recording systems
- Dissemination of intelligence in the appropriate manner to relevant organisations, departments and/or individuals whilst maintaining the required confidentiality, sensitivity and duty of care
- Receiving calls and/or correspondence from vulnerable workers or members of the public, recording complaints, offering advice and support on GLAA relevant issues
- General administrative duties, e.g. answering telephone calls, photocopying etc.
- Undertaking any other duties as considered reasonable and commensurate with the grade and responsibilities of the post

Knowledge and Skills

Essential

- A minimum of 12 months office based practical experience which includes a public/customer interface
- Ability to listen carefully to and gather relevant information from vulnerable and/or reluctant persons

Desirable

- Experience of working within an intelligence or law enforcement environment is desirable but not essential as full training will be provided
- Ability to fulfil all spoken aspects of the role with confidence through the medium of English coupled with good verbal and written knowledge of at

<ul style="list-style-type: none">• Ability to effectively communicate verbally and in writing• Ability to work on own initiative or as part of a team with a good level of organisational skills and the ability to multi task and work to tight deadlines• IT literate with a good working knowledge of Microsoft Office products (e.g. Word/Excel)	<p>least one of the following languages: Romanian, Latvian, Lithuanian, Slovak, Bulgarian (others may be considered according to relevance)</p>
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In addition the post holder must successfully achieve SC vetting clearance, Non-Police Personnel Vetting clearance and hold a valid passport.