



# Gangmasters & Labour Abuse Authority

## Intelligence Officer

### Summary of the role

The post holder will support the Intelligence function of the Gangmasters and Labour Abuse Authority (GLAA) in the gathering, recording, risk assessment, analysis and development of information received from a variety of open and closed sources. To develop and enhance actionable intelligence products in connection with enforcement or compliance activities falling within the operational remit of the GLAA.

To prepare and present information and intelligence related products to a wide range of audiences, maintaining and developing professional relationships with law enforcement, government and other related agencies.

### Behavioural Competencies

#### Seeing the Big Picture

Understand how your work and the work of your team supports wider objectives and meets the diverse needs of stakeholders. Keep up to date with the issues that affect your work area. Take a keen interest in expanding knowledge in areas related to your work. Focus on overall goals and not just specific tasks to meet priorities.

#### Changing and Improving

Regularly review own and team's work and take the initiative to suggest ideas to make improvements. Give feedback on changes in a constructive manner. Take a positive, open approach to the possibility of change and encourage others to do the same. Help others to understand changes and the reasons they are being put in place. Identify and act on the effects changes are having on your role and that of the team. Look for ways to use technology to achieve efficient and effective results. Consider accessibility needs of the diverse range of end users.

#### Making Effective Decisions

Take responsibility for making effective and fair decisions, in a timely manner. Analyse and research further information to support decisions. Talk to relevant people to get advice and information when unsure how to proceed. Explain how decisions have been reached in a clear and concise way, both verbally and in writing. Demonstrate the consideration of all options, costs, risks and wider implications, including the diverse needs of end users and any accessibility requirements.

#### Leadership

Show pride and passion for your work and positive, inclusive engagement with your team. Understand your areas of responsibility and display awareness of the wider impact of your actions. Proactively role model and promote an inclusive workplace, promptly dealing with inappropriate language and behaviours when they arise, including any instances of discrimination or misconduct. Give praise and credit to colleagues and stakeholders where appropriate.

#### Communicating and Influencing

Communicate clearly and concisely both orally and in writing. Take time to consider

the best communication channel to use for the audience, including making the best of digital resources and considering value for money. Interact with others in an enthusiastic way. Express ideas clearly and with respect for others. Listen to and value different ideas, views and ways of working. Respond constructively and objectively to comments and questions. Handle challenging conversations with confidence and sensitivity.

### **Working Together**

Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Contribute to an inclusive working environment where all opinions and challenges are listened to and all individual needs are taken into account. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams in order to achieve results.

### **Developing Self and Others**

Identify gaps in own and team's skills and knowledge. Set and consistently meet development objectives. Seek learning opportunities. Support the development plans of all colleagues, recognising how diversity of experience/background can help to build an inclusive team culture. Consider the contributions of all team members and delegate work to aid the learning and development of all. Encourage and listen to developmental feedback from colleagues

### **Managing a Quality Service**

Work with customers to understand their needs and expectations. Create clear plans and set priorities which meet the needs of both the customer and the business. Clearly explain to customers what can be done. Keep colleagues and stakeholders fully informed of plans, possibilities and progress. Identify common problems that affect service, report them and find possible solutions. Deliver good customer service which balances quality and cost effectiveness.

### **Delivering at Pace**

Regularly review the success of activities in the team to identify barriers to progress or challenging objectives. Identify who and what is required to ensure success, set clear goals and areas of responsibility and continually assess workloads considering individual needs. Follow relevant policies, procedures and legislation to complete your work. Ensure colleagues have the correct tools and resources available to them to do their jobs. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.

## **Responsibilities**

- Proactively or as directed by managers – record, review, assess and respond to varied daily incoming tasks received within the Intelligence team dealing promptly and efficiently with telephone calls or correspondence from a variety of internal and external customers (including victims, potential witnesses and other confidential sources).
- Proactively research, risk assess, analyse and develop information received in order to produce timely, relevant and detailed NIM<sup>1</sup> related intelligence products. Such products will include strategic and tactical operational or problem profiles

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<sup>1</sup> National Intelligence Model NIM

- Develop and maintain effective channels of communication both internal and external to the GLAA, including law enforcement agencies, other Government Departments and new sources of information
- Initiate and respond to requests for information to or from other agencies, ensuring that such requests are lawful, accurate and proportionate.
- Disseminate intelligence products internally and to partner agencies as appropriate in accordance with Authorised Professional Practice (APP) and relevant legislation.
- Prepare actionable intelligence led packages for consideration by the GLAA Tasking & Coordination process. Administer/support the GLAA Tasking and OGD check process as required
- Prepare and present information and intelligence related products to a wide range of audiences, maintaining and developing professional relationships with law enforcement, government and other related agencies and relevant industry sources.
- Maintain accurate records of all work undertaken in order to produce reports and statements to a high evidential standard that are suitable for presentation in a court of law (Civil or criminal case proceedings)
- Attend and present at operational briefings or meetings in respect of all aspects of the role
- Undertake any other reasonable duties that may be required by the GLAA.

<b>Knowledge and Skills</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Significant demonstrable practical experience of working in a criminal or regulatory intelligence handling role.</li> <li>• Ability to work under pressure in a multi-tasking environment either independently or as part of a team.</li> <li>• Excellent organisational, time management and prioritisation skills</li> <li>• Practical experience in Intelligence risk assessment methodologies with the ability to assess personal and organisational risk and initiate an appropriate and timely response</li> <li>• Excellent research, analytical, report writing and presentation skills.</li> <li>• Good practical working knowledge and application of relevant regulatory requirements and criminal legislation (including but not</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an NIM compliant organisation with practical experience in the preparation and presentation of NIM related analytical products (e.g.Problem/Tactical/Subject profiles)</li> <li>• Training and/or experience in the practical use of PNC, IBase, I2 Analyst notebook and Crimson systems</li> <li>• Previous experience in financial intelligence related matters</li> <li>• Previous experience in co-ordinating multi-agency/team projects</li> <li>• Ability to converse orally and in writing in an Eastern European language</li> </ul>

limited to RIPA, IPA<sup>2</sup>, Data Protection Act and CPIA<sup>3</sup>)

- Pro-active team member with excellent spoken/written communication skills and fulfil all spoken aspects of the role with confidence through the medium of English.
- Excellent IT skills with proven experience in the practical operation of office and computer database systems and software
- Ability to handle difficult conversations over the telephone from vulnerable or exploited persons

- Full clean UK Driving Licence

In addition, the post holder must have a valid passport and successfully achieve SC vetting clearance and Police NPPV3 vetting clearance.

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<sup>2</sup> Investigation Procedures Act

<sup>3</sup> CPIA Criminal Procedures & Investigation Act