

create a better place



Intelligence Officer

Candidate Information Pack

Please consider the environment and only print this document if you really need to.

<http://www.gov.uk/environment-agency>



Job title: Intelligence Officer
Job location: Solihull
Reference: 10032

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1. Our organisation

Our organisation

We are the Environment Agency. We protect and improve the environment. Acting to reduce the impacts of a changing climate on people and wildlife is at the heart of everything we do. We reduce the risks to people, properties and businesses from flooding and coastal erosion. We protect and improve the quality of water, making sure there is enough for people, businesses, agriculture and the environment. Our work helps to ensure people can enjoy the water environment through angling and navigation. We look after land quality, promote sustainable land management and help protect and enhance wildlife habitats. And we work closely with businesses to help them comply with environmental regulations. We can't do this alone. We work with government, local councils, businesses, civil society groups and communities to make our environment a better place for people and wildlife.

Of course, none of this will be possible without the professionalism and dedication of our staff. We are committed to promoting equality and diversity in all we do, and to valuing the diversity of our workforce, customers and communities.

We're committed to helping our people to find new ways of working and to maintain our focus on creating a better place for people and wildlife. For more information on the Environment Agency and what we do, please visit:

www.environment-agency.gov.uk/aboutus

[Website](#) | [Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Instagram](#) | [Flickr](#) | [YouTube](#)



2. Salary and benefits

Join us in this role and you will enjoy the following benefits:

Grade Rate: £27,572 per annum. We also offer a salary bonus scheme that is linked to your performance throughout the year.

Location: Sapphire East, 550 Streetsbrook Road, Solihull, B91 1QT

Hours of work: 37 hours (pro rata if part time)

Leave entitlement: Your leave allowance in this role will be 25 days plus bank holidays (pro-rata - if part time or an assignment).

We also offer up to two days paid environmental outcome days each year. These give you the opportunity to take part in community activities with a clear environmental outcome for people and wildlife.

Pension: We will enrol you into the [Environment Agency Pension Fund](#) (EAPF) on commencing employment if your contract is for three months or more. The EAPF is part of the [Local Government Pension Scheme](#) (LGPS). It is a career average defined benefits scheme, which means you will build up benefits based on your pay each year. We will base your pension contributions on your actual pay and you will receive tax and national insurance relief on your contributions. You will begin by contributing 6.5% of your pensionable pay. Whilst you are in the scheme we will also pay an employer contribution into your pension pot. We currently pay 18.5%, so this is a very generous scheme.

Work/life balance: We support flexible working hours and practices to help you strike a good balance between your work life and your personal life. We will also encourage you to keep developing your skills and professional knowledge throughout your career.

Diversity:

We are committed to diversity and inclusion. We aspire to be the best employer in the country for equality, diversity and inclusion (EDI) and want all our staff to feel valued and respected and to see this as a great place to work. From our EDI executive champions to our EDI employee networks, everyone has a part to play to embed equality, diversity and inclusion in our organisation. Diversity: it's in our nature.

Relocation:

If you need to relocate to take up this role, we might be able to offer financial help with this. This will depend on your circumstances, so if it's something you are interested in, please discuss it with us to find out what the options are.





3. The role

The Intelligence Officer performs a crucial role within the Environment Agency's busy intelligence department. You will be working alongside a team of analysts, field intelligence officers and researchers who work centrally to provide a proactive and timely intelligence service to teams both within the agency and to our partner agencies.

In this role you'll act as a key point of contact between the intelligence department and staff based out on the ground. You'll develop and maintain good relationships with local officers by keeping in regular contact with them. This will include periodically visiting our local offices and actively promoting intelligence within the Environment Agency.

You will review incoming intelligence which may have come from our own staff, members of the public or partner agencies such as the Police, HMRC & DVSA. You'll be looking for links to ongoing investigations, additional lines of enquiry that can be developed as well as new and emerging threats. You'll also proactively seek out additional information by monitoring open source websites and other internal systems.

You will advise staff on how intelligence can help to prevent, disrupt and enforce against environmental crime. We'll help you to become familiar with, and be able to explain to others, the different systems, tools and intelligence products available and how to request them. Some of those requests may be allocated back to you to research and develop.

Before intelligence can be used in our products or shared externally each report needs to be checked and supervised. You may be involved in ensuring that logs are written correctly, are graded according to the MOPI (Management of Police Information) guidance and do not inadvertently reveal the source of the information. You'll need to flag up particularly sensitive or confidential sources and make sure that they are recorded and handled in accordance with our internal procedures. You will also ensure that reports are linked to the correct individuals, locations & companies within the intelligence system to help us see the bigger picture, and identify information that needs to be shared with partners.

You'll take the initiative to develop intelligence of note, using a variety of internal and external systems such as PNC, ANPR & Equifax. You will utilise the skills of our researchers, analysts and field intelligence officers to help build the intelligence picture. You will liaise with partner agencies and facilitate joint working opportunities. You'll also brief colleagues and senior managers by contributing to intelligence meetings and the Tactical Assessment.

You will produce intelligence products including subject profiles, arrest packages & scoping documents. This will involve collating and summarising existing intelligence and research from other systems, and will both highlight Intelligence gaps and give recommendations for further action. These products will help to inform managers' and investigators' decision-making processes and enable effective targeting of our resources.

Intelligence products may be produced as a result of intelligence that you have chosen to develop or could be tasked to you based on a request from area/nationally based teams or external partners. They may relate to illegal waste sites, large scale fly-tipping & illegal fishing. They are also used to assist our regulatory staff and those trying to prevent the illegal export of waste. All such products need to be clear, concise and produced to a high standard. You will also need to manage your workload to meet any deadlines set.

You will provide intelligence support to ongoing investigations. These may involve more complex and organised offending, often across multiple locations, and target our most prolific offenders. You'll support our financial investigators who use the Proceeds of Crime Act to go after the money made by illegal operators. You'll also work closely with our Prevention & Disruption Team to intervene early on and put an end to illegal activities.

We'll give you the tools and support that you need to help us train new users of the intelligence system and you'll provide ongoing, constructive feedback to local staff about the intelligence reports they submit.

What skills do you need?

As one of our Intelligence Officers you'll draw upon a number of key skills and personal characteristics. You'll need to:

- Have excellent communication and report writing skills
- Build and maintain strong relationships with a diverse range of people
- Be innovative & take the initiative
- Be able to work under pressure, organising and prioritising your workload to meet deadlines
- Have great IT skills and the confidence to learn new systems
- Be self-motivated with the ability to work with minimum supervision as part of a dispersed team
- Possess excellent research and problem solving skills
- Show excellent attention to detail
- Have a proven ability to work collaboratively with other teams and external stakeholders
- Be passionate about what you do
- Handle information securely

Top capabilities

As part of the application and interview processes, we'll be looking for you to tell us how you:

- achieve results
- apply legislative knowledge
- communicate effectively
- focus on customers and partners
- focus on efficiency, innovation and quality
- manage data and information
- network
- take decisions and solve problems
- use initiative

Please refer to the **Top Capabilities** document (attached to the vacancy) that describes our capability framework in further detail. The **How to Apply** section (section 6 below) provides advice on how to complete your application.

What experience do you need?

You don't need to be from a Police background but must have knowledge and experience of dealing with and handling intelligence, as well as knowledge of the surrounding legislation. If you have relevant transferrable skills not related to law enforcement, please tell us about them too!

You may have experience of delivering management-level briefings on problems and solutions and supporting senior investigators/managers. We're also looking for someone with good relationship building and critical thinking skills, a proven ability to work collaboratively with other teams and external stakeholders, and who can effectively manage customers and deliver outcomes.

What qualifications and knowledge do you need?

We're not seeking any specific qualifications for these roles. It's much more important that you have the right knowledge, experience, personal characteristics and a passion for what you do.

Ideally that knowledge will include relevant legislation such as covert intelligence gathering, Criminal Procedure and Investigations Act 1996 (CPIA), Regulation of Investigatory Powers Act 2000 (RIPA), Management of Police Information guidance (MOPI), intelligence principles and National Intelligence Model (NIM).

What else do you need to know?

- The role is centrally based (in Solihull, West Midlands) but the team will be moving to central Birmingham within the next 12 months.
- There will be some regular travel to other offices and overnight stays may occasionally be required but you will be given plenty of notice beforehand.
- Many people within the Environment Agency support our incident management response (such as flooding). Full training is provided for this and you will be invited to find an incident role that suits should you wish to do so.
- We welcome applications for those requiring part time and flexible career opportunities.
- Please note that due to the number of applications we receive, we are not able to give individual feedback at the application stage.

To help bring the role to life, here are some views from current Intelligence Officers:

In September 2016, I started with the Environment Agency as an Intelligence Research Officer. This role taught me about how intelligence fits in with the Environment Agency's structure and the type of research services we provide to both internal and external stakeholders. I became familiar with most internal processes and systems however, found it difficult to understand the setup of other departments.

In May 2017, I moved into the role of an Intelligence Officer on a 12 month assignment, where I was responsible for a specific geographic area in terms of developing and supervising intelligence. This role also involved producing intelligence products and encouraged working proactively with officers on area.

My career progression with the organisation has developed rapidly and I was appointed the role of a Senior Intelligence Officer in December 2017. There are many development opportunities within the agency where you are supported to progress if you decide to. The agency offers a reasonable salary, work life balance and flexible working arrangements.

- Nav, Intelligence Officer Solihull

I am not from a law enforcement background. I came to the Environment Agency on a work placement from college and subsequently secured a permanent position in the Facilities Department. I later joined the local Enforcement Team in an admin/intelligence researcher role and eventually became an Intelligence Officer. This was largely thanks to the support of some really great colleagues who helped and encouraged my ongoing development and progression.

Like any job, there are parts of the intelligence officer role which I don't always enjoy. For example, supervising intelligence logs can be a bit monotonous and frustrating when you see the same mistakes cropping up repeatedly. However, there are other parts of the role which have really challenged me. I'm naturally a shy person so the idea of delivering training to new users of the intelligence system was quite daunting but after receiving the right training and with practice, it's become my favourite part of the job and has really increased my confidence. It's also great to see newly trained staff going back to their teams with a newfound appreciation and enthusiasm for intelligence.

For me, one of the best things about working for the Environment Agency is their commitment to supporting different working patterns. I've worked part-time, full-time and now work 4 days a week which helps me to maintain a better work-life balance. I also take full advantage of the flexi-time system so that I can support the team in busy periods but then get that time back later when I have other things going on outside of work.

- Donna, Intelligence Officer, Leeds



4. Training and Development

You will receive full training in our intelligence systems and procedures to allow you to perform the role of Intelligence Officer to a high standard. Your training and development will be a mixture 'on the job' training with e-learning and classroom based sessions mixed in.

You will be assigned a mentor on your very first day, someone already in the department that will help you get started and answer any questions that you have (and you will have many).

Much of this training will be during your six month probationary period and we will be looking for you to show us your skills during this time.

Your learning and development doesn't stop once you have completed your probation; we continue to invest in ensuring you have the right skills to do your job by offering modular based development programmes linked to your role. With a strong focus on Continued Professional Development, you will be encouraged to take up to ten days every year to work on your own development. This could range from formal training to a shadowing opportunity in another department to attendance at a conference or mentoring someone new to your team.

What will the initial training cover?

Typically the first six months will cover;

- intelligence and research systems
- data sources
- health, safety and wellbeing
- legislation and regulation
- enforcement
- waste issues

What will I achieve?

The training is all geared towards developing the ability to do something whilst actually doing it! Therefore the training process provides you with the opportunity to apply your acquired knowledge and demonstrate competence. The aim is to get you working comfortably as part of the intelligence team as soon as possible.

We are currently exploring the possibility of working to an accreditation scheme (such as the Intelligence Professionalisation Programme through the College of Policing) for all intelligence staff. This would mean that you would be required to evidence your competency in the role over time and ultimately become an accredited intelligence professional.



5. Further Information

The Environment Agency values a diverse workforce and welcomes applications from all sections of the community who wish to join a workforce which embraces difference and welcomes everyone.

We aim to create and maintain a diverse workforce (including our Board and Executives) that better reflects the UK's economically active population. Therefore, we particularly welcome applications from Black, Asian and Minority Ethnic (BAME), disabled, female and LGBT+ candidates who are under-represented across our workforce.

We will consider flexible working patterns for all our vacancies, including job share, so please include clearly any information regarding your preferred working arrangements on your application.

Eligibility to apply and continuity of employment

Employment agency workers and contractors are considered to be external candidates and should therefore only apply for positions that are being advertised externally. They are also not eligible to claim continuity of employment should they be successful in securing a position with the Environment Agency.

If you have been a member of a Regional Flood and Coastal Committee in the last 12 months we will not be able to continue with your application based on agreed appointment rules related to employing ex-RFCC members. We would welcome an application from you once the 12 month period have passed.

For applicants who currently work in local government or other bodies listed in the Redundancy Payments (Continuity of Employment in Local Government etc.) (Modification) Order 1999, you may be eligible for continuous service for the purpose of calculating any future redundancy payment. In addition, if you can demonstrate that you have worked at the Environment Agency immediately before joining the Civil Service and are now being re-employed by the Environment Agency within a period of three years of leaving, you may also count your Civil Service employment for the purpose of calculating your service related entitlements as outlined above. If you are unsure of your status then you should contact your own HR Team.

Pre-employment Checks

We apply the Baseline Personnel Security Standard (BPSS) check when recruiting staff to our posts. This includes a basic criminal records check.

For the great majority of roles in the Environment Agency this will be sufficient and only certain roles will require a higher level of clearance. Should this be necessary, you will be advised of this during the recruitment process.

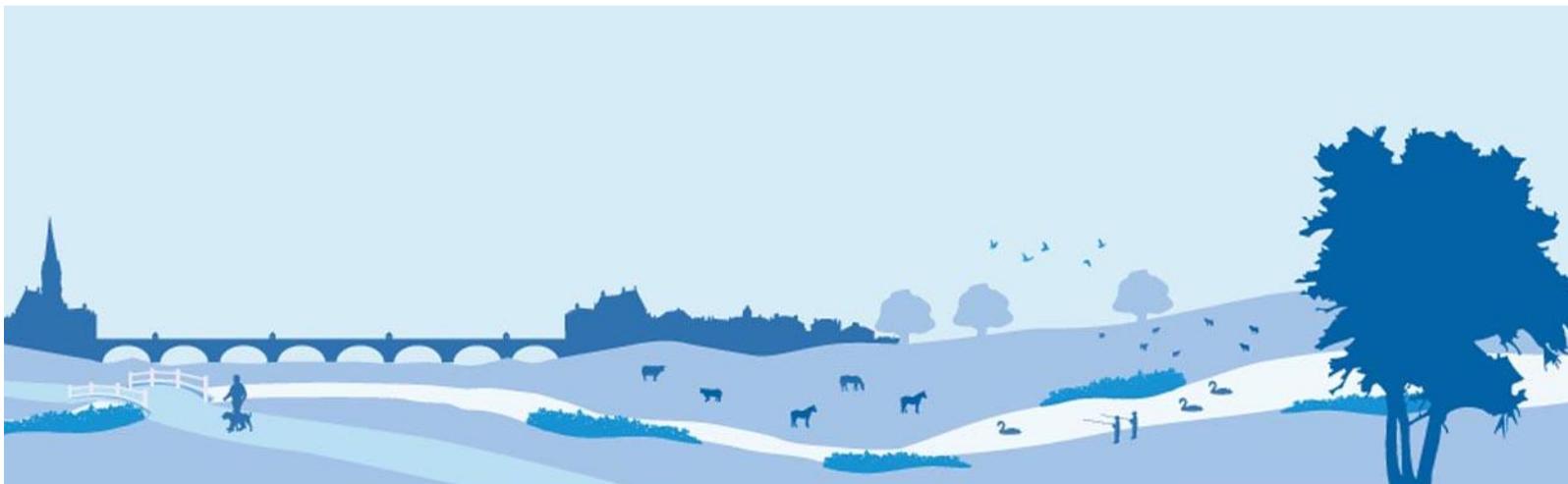
Positions based at our London office or roles that require frequent travel to London require CTC level security clearance. This will be confirmed to you during the recruitment process.

Want to find out more?

To find out more about what it's like to work at the Environment Agency, please visit:

<https://www.gov.uk/government/organisations/environment-agency/about/recruitment>





6. How to apply

We use an online recruitment system. To make the application process simple and straightforward, and so that you know how it works and what we need from you, we've put together a few hints and tips. Make sure you have all the information you need about the vacancy. For some jobs, you'll be asked to download a candidate pack, like this one, where you'll find specific application instructions.

The first thing you need to do is sign up to our recruitment system. You will need a valid e-mail address to log in and apply for opportunities, as all communication from us will be via e-mail. You can do this via the vacancy you are interested in by selecting '**Apply**' at the bottom of the advert.

Once you've clicked this link you'll then be asked:

- Do you have the right to live and work in the UK?
- Do you have the required qualifications or equivalent experience, which were stated in the job advert?
- Are you currently an employee of this organisation?

Simply answer yes or no and you can carry on with your application. You'll then see the '**Register**' page. Simply complete the details and select '**Submit Registration**' and register to the system. You only need to sign up to the system once; you'll just be able to login next time.

When it comes to the actual application, you need to fill out each section, please be aware that the system will automatically time out if you are inactive for more than 60 minutes. This will result in any unsaved information being lost so make sure you save what you are doing regularly. Once you've finished, your details and information will be saved on the system for any future applications – of course, you can edit your details at any point.

When you apply to the Environment Agency for a job we will ask you to provide your personal data on our application form. We need this information so that we can establish your identity and your right to work in the UK.

You can read our Data Protection Statement on the application process page of our recruitment system. It is also available for reference on each page of the actual application.

Competence Questions/Statement

We're keen to know what makes you right for the job you're applying for and why we should ask you in for an interview. The competence questions/statements are your chance to convince us!

You should demonstrate how your skills, qualities and experience meet the requirements of the job (as described in the job advert and candidate pack). And instead of simply telling us, show us: use real life examples of where you've used a certain skill or how you've practically applied your experience.

There's a 250 word limit per competence including spaces. It's a really important part of the selection process so make sure you keep your statement relevant and concise. Think about what we need to know about you and what you'd bring to the role and our organisation.

How to prepare your answers for a capability based application

Capabilities are high level descriptions of key behaviours, skills and knowledge that underpin effective performance. They are the behaviours, skills and knowledge employees must have, or must acquire, to achieve high levels of performance. Please refer to the **Top Capabilities** document (attached to the vacancy) that describes our capability framework in further detail.

Capability questions target a specific skill, so we will be looking for some key components in your answer:

- an indication that **you** understand the importance of that capability to the role for which you have applied
- evidence that **you** understand the fundamental skills associated with that capability
- an **example** that highlights your possession of that capability
- an awareness from **you** of how the critical skills will be used to good effect in the new role

The STAR approach

STAR stands for:

- **S**ituation
- **T**ask
- **A**ction
- **R**esult

The STAR approach is a universally-recognised communication technique designed to enable you to provide a meaningful and complete answer to questions asking for examples and it has the advantage of being simple.

Step 1 – Situation or Task

Describe the situation that you were confronted with or the task that needed to be accomplished. With the STAR approach you need to set the context. Make it concise and informative, concentrating

solely on what is useful to the story. For example, if the question is asking you to describe a situation where you had to deal with a difficult person, explain how you came to meet that person and why they were being difficult. If the question is asking for an example of teamwork, explain the task that you had to undertake as a team.

Step 2 – Action

This is the most important section of the STAR approach as it is where you will need to demonstrate and highlight the skills and personal attributes that the question is testing. Now that you have set the context of your story, you need to explain what **you** did. In doing so, you will need to remember the following:

1. Talk about yourself, not the rest of the team
2. Go into detail
3. Steer clear of technical information, unless it is crucial to your story
4. Explain **what** you did, **how** you did it, and **why** you did it

What, how and why

When we shortlist your application, we would like to know how you reacted to the situation. This is where you can start selling your skills. For example, you may want to describe how you used the team to achieve what you wanted and how you used your communication skills to keep everyone updated on progress, etc.

This is probably the most crucial part of your answer. We want to know that you are using a variety of transferrable skills in order to achieve your objectives. You must be able to demonstrate in your answer that you took specific actions because you were trying to achieve what you wanted, and that things didn't happen simply by chance.

When discussing a situation where you had to deal with conflict, a good answer might provide an example of how you intervened to diffuse the situation, how you approached it with consideration for both yourself and others. For example:

“I could sense that my colleague was irritated and I asked him gently to tell me what he felt the problem was. By allowing him to vent his feelings and his anger, I gave him the opportunity to calm down. I then explained to him my own point of view on the matter, emphasising how important it was that we found a solution that suited us both.”

This answer helps us understand what drove your actions and reinforces the feeling that you are considering the needs of others before acting. It provides much more information about you as an individual and is another reason why the STAR approach is so useful.

Step 3 – Result

Explain the positive outcome of your action(s) – how it all ended. Use the opportunity to describe what you **accomplished** and what you **learnt** in that situation. This helps you make the answer personal and enables you to highlight further skills.

An example

For example, a strong answer to this capability question might be constructed in the following way:

“Can you tell us of an occasion when you demonstrated strong leadership in order to produce a positive outcome?”

1. Consider an introductory sentence or two about the importance of strong leadership in general terms.
2. Explain what strong leadership looks like to you. Make this personal to you; express an opinion on leadership rather than regurgitate leadership theory.
3. Talk about how you exhibited strong leadership. Draw upon a couple of real life examples which shows good evidence that you have the skills that you say you do.
4. Don't dwell too much on the details of the situation – word count (and time in interviews) is limited; we want to hear about what you did and how you contributed, added value, and drew on your skills, and how your leadership intervention was critical.
5. Discuss how these skills would transfer to the new position you are applying for.

The key in answering all capability questions is that you are required to **demonstrate** that you have the right skills by using an example (or examples) based on your work or life experience, and not just talk about the topic in a theoretical, general or impersonal manner.

Application questions

For some roles, we'll ask you some specific questions, like if you have a preferred work location. If you're disabled and you'd like to be part of our Guaranteed Interview Scheme, you can add this information in here.

Equality and Diversity

We're committed to reflecting the communities we serve and we'd like you to tell us about yourself and your background.

Submitting your application

Once you've filled out and completed everything, you'll be prompted to submit your application. Simply click the button and you're done.

Please be aware that once you've submitted your application, with the exception of the 'Personal Details' section you will not be able to edit your application further. If you decide to withdraw your application, you will not be able to submit another application for the same vacancy.

If, at any stage, you have questions or problems, please contact the recruitment team on 0845 241 5350 or email ea_recruitment@sscl.gse.gov.uk or Kate Grove on 0791 731 4193 or Paul Clarke on 0777 555 0145 or email kate.grove@environment-agency.gov.uk

Setting up 'job alerts'

If you have been unsuccessful with your application you can set up email alerts for future vacancies. You will automatically receive an email when a job that matches your criteria becomes available. To do this simply click on '**create a new job alert**', enter your job criteria and save.

