

## Technical Skills Requirements from SLT

### Questions Asked:

"In order to assess you requirements in relation to Technical Skills and develop these effectively, I would appreciate some input from you in relation to the following:

- Are you aware of any specific knowledge gaps in technical skills in your strand team;
- Are there any specific "nice to have" technical skills you would like your strand team to have;
- Are there any knowledge champion(s) / subject matter experts (SMEs) that could be used as a resource across the Security Strands; and
- Are you aware of any technological / regulatory / legislative changes that could impact your team, therefore requiring specific and/or additional technical skills in the coming calendar year?

We will be utilising the Skills Matrix completed by the Security Team and currently being updated by Tony Newman and his work strand."

### Responses:

#### **Dave Pardoe / Jo Hancock – Grapevine**

Assessor training

PRINCE / Project Management skills.

Appeals training - suggested that all 3a grade and above should be trained and able to undertake as part of our role (only two 3as currently trained to this level)

Range of technical skills from crime mapping, analytics and so on

Skills to architect / maintain the burglary robbery and branch profile models

Skills to effectively crime research

Future skills to manage the fraud software solution – rule setting and the like

#### **Rob King / Andy Hayward – Security Operations**

Knowledge Champion(s): Darrell Kennedy - interview and investigation skills

There is a need for ongoing development with regards to post office / cash centre procedures.

Credence training (being offered by Helen Dickinson)

Court Training (being offered by Dave Posnett)

Internal training with Nicole Dummett and Claire Davies

Tier 1, 2 and 3 interview training.

Theft, fraud and false accounting, points to prove in interviews/investigations.

Crime prevention equipment available and training on use and deployment of items.

### **Sally Smith - Commercial Security**

Knowledge Champion(s): Claire Davies – CISSP; Sue – Advertising Standards, British Bankers Association (BBA) and Financial Services Authority (FSA) regs/guidance; Paul Blackmore – Card acquiring; Sally Smith – Finance / Banking, card issuing and acquiring.

All Commercial team need to be able to use Visio – skills are variable across the team and some training would be useful

Technological / regulatory / legislative changes that could impact your team: Potential impacts of PSD regulations

### **John Bigley – Physical Security**

Knowledge Champion(s): Andrew Scott and Kevin Patnell

Business cases, Business PIDs, tone of voice

Ability to spread knowledge across all areas for the purposes of succession planning.

Technological / regulatory / legislative changes that could impact your team: Training around Bank of England / Centre for the Protection of National Infrastructure (CPNI) requirements; training around Association of Chief Police Officers (ACPO) requirements for the purposes of Unique Reference Numbers (URNs), knowledge around Data Protection Action (DPA) for CCTV