

Job Title: Police Contact Enquiry Officer	
Job Evaluation Number	1040050

JOB DESCRIPTION

Job Title: Police Contact Enquiry Officer	Location: Various
Job Family: Customer Support	Role Profile Title: BB2 Police Staff
Reports To: Police Contact Enquiry Supervisor	Band level: 2E
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: be the point of contact with the public providing a consistently high quality customer focused service.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Deliver an outcome focussed service to customers of the police station front counter in accordance with standard operation procedures, including updating of core management systems.

2. Maintain the receipt, audit trail, safe storage and return of all property in accordance with the Property Policy to our internal and external customers. [At designated stations the PCEO will also assume the role of Property Officer].

3. Record reports of offences by completing all relevant statements, computer based systems, and forms in a timely and accurate manner, to ensure a swift and efficient response.

4. Ensure all legal documentation that must be completed at a Police Station Front Counter, e.g. Bail, Immigration and Nationality registration, Document production is completed in a timely fashion according to police procedures etc.

5. Where appropriate receive and receipt all monies related to the role of Police Contact Enquiry Officer in accordance with the Financial Regulations.

6. Maintain the security of the building, ensuring only appropriate and authorised people have access, to reduce the risk of security breaches.

7. Undertake training, as and when required, to improve and develop personal skills and knowledge. Support the development of new staff, volunteers and student officers.

8. Provide other services relevant to the local police station, e.g. liaise with internal departments for hire cars, facilities, administrative task as appropriate.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

Staff working at 14 hour stations will work on a formal shift pattern. Staff working at stations that are open 8 hours or less will work prescribed hours to meet opening times.

Staff may be asked to cover short notice absences within a 25 mile radius of the base station.

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d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Proven ability to deal with difficult situations by using good problem solving skills.	E
2. Proven customer service skills, with particular focus on engaging effectively with people in potentially confrontational encounters.	E
3. Previous experience of working effectively as part of a team.	E
4. Excellent communication skills (both written and verbal); all records must be legible and accurate.	E
5. Competent key board skills with willingness to become proficient in Force IT systems; and MS Office products (Word, Excel, Outlook).	E
6. Proven ability to work on own initiative including unsupervised working.	E
7. Ability to undertake physical Personal Safety Training.	E
8. Flexible approach to work / ability to work a shift pattern.	E
9. As this is a physically active role, the post holder will be expected to lift/move heavy objects and satisfactorily complete a manual handling course if not already obtained (training given) .	E
<i>Additional comments:</i> Post holders will be required to provide fingerprints and DNA for elimination purposes in order to perform the position offered. DNA will be profiled and held on the Contamination Elimination Database (CED) and will be removed 12 months after termination of service. Fingerprints will be held on the Fingerprint Police Elimination Database PEDb and are removed at the termination of service.	