

Job Title: Police Contact Enquiry Officer	
Job Evaluation Number	1040050

## JOB DESCRIPTION

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

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

**The overall purpose of the role is to:** provide an efficient and effective service to the public. To assess accurately threat, harm, opportunity and risk. To create a positive and professional image of Thames Valley Police by providing a consistently high quality customer focused service with an emphasis on 'getting it right first time'.

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. Receive and critically assess enquiries, crime reports and intelligence from the public, police and other agencies.
2. Identify the appropriate action to resolve at first point of contact whenever possible or to determine the appropriate agency, deployment grading and priority of enquiries that cannot be resolved at the Front Counter.
3. Clearly and accurately record relevant information into an extensive range of computer systems for a variety of intended audiences, including other police departments and external agencies.
4. Interrogate and analyse a broad range of information systems in order to assess risk and gather relevant supporting data to provide the best and safest resolution to enquiries/requests.
5. Give advice and take appropriate action, being accountable for getting it right first time and managing the reporting persons expectations regarding the service that can be provided.
6. Ensure all statements, forms and 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 legal requirements, police procedures etc.
7. Maintain the receipt, audit trail, safe storage and return of all property to our internal and external customers in accordance with the Evidential and Non-Evidential Property Policies
8. Where appropriate receive and receipt all monies related to the role of Police Contact Enquiry Officer in accordance with the Financial Regulations.
9. Maintain the security of the building, ensuring only appropriate and authorised people have access, to reduce the risk of security breaches.
10. Undertake training, as and when required, to improve and develop personal skills and knowledge. Support the development of new staff, volunteers and student officers.

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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 front counters operating 12 hours per day will work on a formal shift pattern, which will include working weekends. Staff working at stations that are operational 8 hours or less will work prescribed hours to meet opening times. All staff will be required to work bank holidays.

The role holder may be required to visit and work from other locations within the Thames Valley policing area and therefore needs to have the ability to travel as necessary. When requiring PCEOs to work at front counters other than their base station consideration will be given to the logistics of travelling to that location.

There is a requirement to wear a uniform (supplied) at all times whilst on duty.

**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.

<b>The knowledge or skills required in the role are as follows (essential or desirable):</b>	<b>E/D</b>
1. Proven ability to deal with difficult situations by using good problem solving skills.	E
2. Proven customer service skills, with particular focus on face to face customer contacts, including the ability to handle confidential, difficult, contentious and/or sensitive matters.	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 <b>(training given)</b> .	E

**Additional comments:** 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.