

Job Title: Enquiry Officer	
Job Evaluation Number	A722

JOB DESCRIPTION

Job Title: Enquiry Officer	
Job Family: Operational Support	Role Profile Title: BB3 Police Staff
Reports To: Team Leader (CJ)	Band level: 3F
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: Investigate, obtain and prepare reports on traffic related matters, in line with legislation, force policies and procedures to make recommendations to assist the Decision Maker on the appropriate disposal of case papers.

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:

Governance - gather and obtain evidence and prepare reports on traffic related matters, making recommendations on appropriate disposals complying with legislation, force policies and procedures, in order for a final decision to be made.

Delivery - make best use of available information technology and intelligence facilities to assist in the investigation process (i.e. PNC, Custody, Process, DVLA, CEDAR, LIO etc) in line with force policy and procedures.

Service - attend court when warned to give evidence in relation to a prosecution.

People - In accordance with current policies and procedures receive, record and where appropriate issue documents/forms in relation to the compliance of various legal requirements and ensure any offences that arise are recorded and reported.

Other - It is the duty of all Thames Valley Police employees, irrespective of rank, grade or position, whilst at work to take care of themselves and of others who may be affected by their acts or omissions at work.

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:

Total numbers of files received by Enquiry Officers equals approximately 7500 annually, creating approximately 630 enquires per month across all Enquiry Officers.

Due to the nature of the role, Enquiry Officers are required to travel across the Force when necessary.

Attend relevant team meetings to improve the performance.

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. Educated to A level standard or equivalent.	E
2. Proven customer services skills with a particular focus on engaging effectively with people at all levels in potentially confrontational encounters.	E
3. Ability to input, update and retrieve computer information and to learn and to use IT packages effectively.	E
4. The ability to work quickly and accurately under pressure and to gather and record information effectively within set procedures, in a logical and easily understood format and style. A track record of applying analytical skills and making decisions within a framework	E
5. Proven ability to prioritise, organise and manage ones own time effectively. Must be self-motivated and self-disciplined along with the ability to work unsupervised and as part of a team.	E
6. Relevant and recent experience in an investigator type role, interview techniques and statement taking.	E
7. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E
8. Flexible approach to working is essential as some evening and weekend working is required**.	E
9. An understanding of relevant legislation as it applies to the role.	E
10. Relevant and recent experience in an administrative role.	D
11. An understanding of TVP processes and policies.	D
12. Grounding in police procedures and law, particularly aspects of criminal law, traffic law PACE and basic civil law.	D
<p><i>Additional comments:</i> At interview, candidates will be asked to: * confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle. ** indicate their ability to undertake occasional evening and weekend working</p>	