

Recruitment Department
Southern Support & Training HQ
Hamble Lane
Hamble
Hampshire
SO31 4TS



Police Support Staff
be who you want to be

Recruitment Profile

Station Enquiry Officer (SEO)

Role Profile:

A Station Enquiry Officer provides a 'front desk' service to members of the general public in providing advice and information. They respond to enquiries received at the front counter, enter information on a computer system and gather information for officers when required.

Entry Requirements:

If you wish to consider joining as a Station Enquiry Officer, you will need to have a good all round education to GCSE level or equivalent (including English Language at Grade C) or to have relevant work experience bringing you to a comparable level. You will also need at least three years experience working in a busy environment involving frequent face-to-face customer contact, handling difficult, contentious and/or sensitive matters and clerical experience, including handling a high volume of varied documentation.

Hours & Salary:

With this role there is the need to work shifts. This shift pattern varies according to which police station you work in.

A Station Enquiry Officer can expect to earn around £18,000 - £20,000 plus an allowance for weekend working.

Progression Routes:

Station Enquiry Officers can progress to become a Station Manager.

Recruitment:

Vacancies for Station Enquiry Officer positions are advertised on the Constabulary's website (www.hampshire.police.uk) or in the local press including the Daily Echo and Portsmouth Evening News, so you are encouraged to review these media on a regular basis.

