

Role Profile

Role Profile Part 1			
Role title	ACRO Customer Services Advisor	Grade/Rank	Scale 5
Dept/Area	Customer Services	Vetting Level	RV
Responsible to	ACRO Head of Section	Staff line managed	N/A
Reviewed by (Line Manager)	Zoe Parrick	Date	08.04.25
Purpose of Job	To be the first point of contact for all types of telephone calls and e-mails from the public and Police Forces requesting information on the services provided by ACRO. Responsible for ensuring callers are given the correct advice and information, resolving application issues, and re-directing the caller to other specialists within ACRO as necessary. To provide a positive impression of ACRO with an emphasis on maintaining a high standard of service.		
Key Accountabilities	1. To receive and critically assess all types of calls and emails from the general public, police, and other agencies. 2. To give advice and take appropriate action to resolve the query at first point of contact whenever possible, being accountable for maintaining a high standard and managing the caller's expectations regarding the service that can be provided by ACRO. 3. To determine if a query cannot be resolved by the Customer Services team and task it to the appropriate department or organisation with a comprehensive rationale. 4. Initiate contact and engage with the public concerning ACRO service provision and application queries. 5. Where applicable, process all payment options with the applicant or process service payments by debit or credit cards. 6. To interrogate a broad range of IT systems accurately, in order to gather relevant supporting data to provide the best resolution to the request or enquiry. 7. To clearly and accurately record relevant information into an extensive range of computer systems for a variety of intended audiences. 8. To provide cover, validate the work, and support other members of the Customer Services team as required and provide training/feedback as necessary. 9. Observe and maintain confidentiality when appropriate. 10. To give regular and effective service. Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. ACRO may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to		

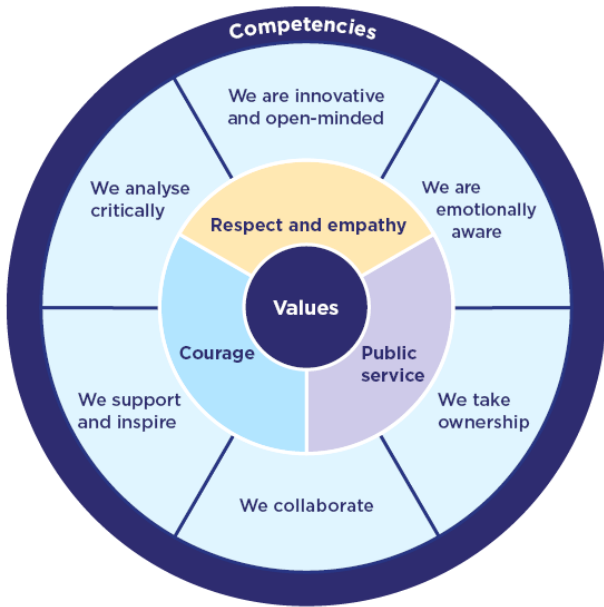
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	time within the scope and general level of responsibility attached to the post. ACRO is hosted by The Chief Constable of Hampshire and Isle of Wight Constabulary (HIOWC). ACRO staff are employed as police staff under HIOWC terms and conditions with supplementary ACRO procedures and guidance.
Additional Requirements	Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role. An initial 6 month probationary period will apply on appointment to the role. All role holders will need to undergo and maintain appropriate vetting in order to carry out the full duties of the role. Keep up to date with changes in legislation, local procedures and/or policies that affect working practices and the use of police databases or systems (including European or International requirements where appropriate). The role requires participation in a rota to ensure adequate coverage is maintained during the ACRO office opening hours in accordance with the local flexitime agreement. In the future, there may be a requirement to work a shift pattern, including night and weekend work, for which appropriate reimbursement will be paid. May be asked to carry out fire warden duties to meet required standards if required. All role holders will be expected to attend and successfully complete various in-house and national courses and any other role specific training as required to maintain a professional development portfolio. Applicants to this role can be enrolled onto the apprenticeship programme. Apprenticeship applicants need no specific experience of working in this area of business to undertake the apprenticeship.

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Role Profile Part 2			
CVF Recruitment Competencies and Level	We are Emotionally Aware Level 1 We Take Ownership Level 1 We Collaborate Level 1 We Support and Inspire Level 1 Courage Respect and Empathy Public Service		
Education/Qualifications	Essential: Educated to QCF level 2 (5 Passes to include English & Maths) OR work experience deemed to have brought the role holder to a comparable level. Apprenticeship Route: Applicants need no qualifications to be accepted onto the Apprenticeship Programme. English and Maths at QCF Level 2 is a requirement of apprenticeship completion, those who don't already have this you will be supported to achieve the required standard as part of the apprenticeship programme. Apprentices will receive full training to achieve the apprenticeship standard which is funded by the apprenticeship levy. Desirable: Educated to QCF Level 2 or higher in Customer Service		
Experience and Skills	Essential: Proven experience of working in a professional environment, performing a range of clerical tasks, including word processing and maintaining and updating manual and computerised filing systems with speed and accuracy. Proven experience of customer contact, particularly on the telephone, including handling difficult callers and sensitive matters. Proven experience of working with minimal supervision. Desirable: N/S		
Approved by People Services	Kat Stypulkowski	Date	28.04.25

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Role Profile Part 3			
Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.		
	We are Emotionally Aware	Level 1	
	We Take Ownership	Level 1	
	We Collaborate	Level 1	
	We Support and Inspire	Level 1	
	We Analyse Critically	Level 1	
	We are Innovative and Open Minded	Level 1	
Underpinning Values	Courage		
	Respect and Empathy		
	Public Service		
Initial Development Skills for new to role period	All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required		
Continuing Professional Development	Courses and Conferences should be attended to benefit professional learning and development.		