

ROLE PROFILE Part1	Role Title	DRIVER AWARENESS TEAM CLERK				Dept /LPA	JOU RPU
			VETTING LEVEL				
Grade/Rank	Scale 3						
Responsible To	DAT Senior Trainer						
Staff Line Managed	None						
Reviewed by (Manager)	Bob Nicholas					Date	25/10/2019
Purpose of Job	To be first point of contact for telephone and email enquiries from the public and Police Forces regarding Driver Awareness Course provision across Hampshire and Isle of Wight.						
Key Accountabilities	1. Support the DAT Administrators in ensuring a sufficient level of course availability is maintained across Hampshire and Isle of Wight 2. To give advice and take appropriate action to resolve enquiries at first point of contact wherever possible, being accountable for maintaining a high standard and managing the caller's expectations regarding course provision. 3. To provide administrative support to ensure the overall smooth running of the Driver Awareness Programme 4. To ensure compliance with the Programme's retention, recording, archiving and disposal of material in accordance with the Freedom of Information Act, Force procedure and Service Level agreements 5. To effectively administer a variety of computerised record keeping systems, ensuring GDPR compliance at all times 6. To assist in monitoring the Programme's performance by undertaking the collection of evaluation data relating to the Programme 7. To give regular and effective service Note: This role profile is designed to assist postholders with understanding what is expected of them in their role. Hampshire Constabulary 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 time within the scope and general level of responsibility attached to the post.						
Additional Requirements	Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, Information Security Policy, procedures and legislation. May be called on to carry out fire warden duties to meet required standards if required. 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. Applicants can be accepted onto the Apprenticeship Programme. You will be working towards a 'Customer Service Practitioner' qualification. Applicants who do not have Maths and English GCSE A-C (or equivalent) on entry will be required to achieve an equivalent level of qualification in these subjects (functional skills level 2) in order to achieve the Apprenticeship qualification. Full support will be given to enable trainees to acquire the required levels of functional skills.						
ROLE PROFILE Part2	We are Emotionally Aware Level 1 We Take Ownership Level 1 We are Innovative and Open Minded Level 1 Impartiality Integrity Public Service						
CVF Recruitment Competencies							

Education/ Qualifications	Essential: Educated to QCF Level 2 at least 2 passes to include English and Mathematics OR work experience deemed to have brought the postholder to a comparable level. or 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 will be supported to achieve the required standard as part of the apprenticeship programme .		
Experience and Skills	Essential: Good communication skills To be computer/keyboard literate and a competent keyboard user Desirable: Experience working in a busy office environment. Knowledge of Police organisation and structure. Knowledge of the Criminal Justice system		
Approved by HR	Jayne Beddall, Senior HR Adviser	Date	14 November 2019
ROLE PROFILE Part3 CPD			
Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.		
Underpinning Values	Resolute, compassionate and committed		
	We are Emotionally Aware	Level 1	
	We Take Ownership	Level 1	
	Inclusive, enabling and visionary leadership		
	We are collaborative	Level 1	
	We Deliver, Support and Inspire	Level 1	
	Intelligent, creative and informed policing		
	We Analyse Critically	Level 1	
	We are Innovative and Open Minded	Level 1	
	Impartiality		
	Integrity		
	Public Service		
	Transparency		
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.		

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