



CONTACT MANAGEMENT

Police Contact Enquiry Officer Recruitment Pre-Brief

Vacancy: Basingstoke 18.5 hour contract

Thank for considering applying for the recently advertised Police Contact Enquiry Officer position. In addition to the information contained in the vacancy advert, the following is crucial information that you should consider before applying for the post.

Please take the time to read the information fully BEFORE applying for this role. In doing so you will ensure you understand the commitments that are required.

Shift Pattern:

Upon completion of your training (see below), you will work the shift pattern associated with your station. The pattern in question is shown below in a spreadsheet format.

	Mon			Tue			Wed			Thu			Fri			Sat			Sun			Wk Total
Wk1 Dy1	RD			RD			L1200-2015	07:30	00:45	D0800-1730			RD			RD			RD			16:15
	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	
Wk2 Dy8	RD			RD			RD			L1200-2015			L1200-2015			RD			RD			15:00
	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	07:30	00:45	□	00:00	00:00	□	00:00	00:00	□	
Wk3 Dy15	RD			RD			RD			RD			L1200-2015			L1200-2015			L1200-2015			22:30
	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	07:30	00:45	□	07:30	00:45	□	
Wk4 Dy22	RD			RD			D0800-1730			RD			RD			RD			L1200-2015			16:15
	00:00	00:00	□	00:00	00:00	□	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	
Wk5 Dy29	L1200-2015			RD			RD			D0800-1730			D0800-1730			RD			RD			25:00
	07:30	00:45	□	00:00	00:00	□	00:00	00:00	□	08:45	00:45	□	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	
Wk6 Dy36	RD			L1200-2015			RD			RD			RD			D0800-1615			D0800-1600			22:15
	00:00	00:00	□	07:30	00:45	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	07:15	00:45	□	
Wk7 Dy43	RD			RD			RD			L1200-2015			RD			RD			D0800-1600			14:45
	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	00:00	00:00	□	00:00	00:00	□	07:15	00:45	□	
Wk8 Dy50	D0800-1730			RD			RD			RD			RD			L1200-2015			RD			16:15
	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	00:00	00:00	□	
Wk9 Dy57	RD			RD			D0800-1730			D0800-1730			RD			RD			RD			17:30
	00:00	00:00	□	00:00	00:00	□	08:45	00:45	□	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	
Wk10 Dy64	L1200-2015			L1200-2015			RD			RD			D0800-1730			D0800-1615			RD			31:15
	07:30	00:45	□	07:30	00:45	□	00:00	00:00	□	00:00	00:00	□	08:45	00:45	□	07:30	00:45	□	00:00	00:00	□	
Wk11 Dy71	RD			RD			L1200-2015			RD			RD			D0800-1615			D0800-1600			22:15
	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	07:15	00:45	□	
Wk12 Dy78	D0800-1730			RD			RD			RD			RD			RD			RD			8:45
	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	
Wk13 Dy85	D0800-1730			D0800-1730			RD			RD			RD			RD			RD			17:30
	08:45	00:45	□	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	
Wk14 Dy92	RD			L1200-2015			D0800-1730			RD			RD			RD			RD			16:15
	00:00	00:00	□	07:30	00:45	□	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	
Wk15 Dy99	RD			RD			L1200-2015			L1200-2015			D0800-1730			RD			RD			23:45
	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	07:30	00:45	□	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	
Wk16 Dy106	RD			RD			RD			RD			L1200-2015			L1200-2015			RD			15:00
	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	07:30	00:45	□	00:00	00:00	□	
Wk17 Dy113	RD			D0800-1730			RD			RD			RD			RD			L1200-2015			16:15
	00:00	00:00	□	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	07:30	00:45	□	
Wk18 Dy120	L1200-2015			D0800-1730			RD			RD			RD			RD			RD			16:15
	07:30	00:45	□	08:45	00:45	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	00:00	00:00	□	



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Initial training period:

Prior to working on the front counter itself, you will be required to complete a period of initial training. This is summarised below:

Induction Training:

Location: You will work from one of two sites, Netley Training HQ (SO31 4TS) or Southampton Central Police station (SO15 1AN). Your training may be split across both sites, depending on room availability.

Hours: The induction training lasts for 5 weeks, and the hours are Monday to Friday 0900-1700.

Key Activities: This period of your training is classroom based and will include a mix of lessons, presentations and learning how to use the various IT systems necessary for your role.

Next steps:

If you successfully complete the induction training, you will move onto your one-to-one tutoring phase at the front counter itself. Your training is likely to be spread across various stations in the same district (East, West, North and Central) and not necessarily your contracted station. We do this in order to expose you to as many stations as possible, particularly the larger/busier sites. You will work the shift pattern above and will work alongside your tutor until you are considered independent – on average this takes around 3 weeks.

Please note that if you are applying for a part time position, there is a requirement that you will be required to temporarily commit to work full time hours (37 hours weekly average) for your training course.

Other important information:

Weekends/Bank Holidays: Depending on the role you have applied for, you may have to work weekends and bank holidays.

Leave:

- i) Annual leave entitlement is approximately 24 days per year (less for part time staff), plus time back for 8 Bank Holidays per year.
- ii) Leave is planned approximately 12 months in advance and a system is in place to ensure it is fairly distributed.
- iii) Generally speaking, leave is not permitted within the first 5 weeks of employment. This is to avoid any disruption to the training schedule. Management are happy to discuss and consider any leave requests 'by exception' on a case-by-case basis.



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Flexible working: We will consider requests for flexible working after 26 weeks continuous service and on the proviso that you have successfully complete six months of your probationary period.

Travelling expenses: Hampshire Constabulary has a travel policy that states: If you make a journey from home to a location that is not your normal place of work (for example you are asked to work at a different Front Counter for the day) you are permitted to claim the mileage from the point where you deviate from your normal route. You will not be able to claim any mileage if the journey is, in whole or in part, substantially the same as your daily commute. This will also be the case during your training period.

Use of Pool Cars: Hampshire Constabulary has a fleet of pool cars. If you hold a valid driving licence, you will be afforded the opportunity to attend an 'in house' driving course in order to use these vehicles for work purposes.

If you have further questions about any of the above please get in touch with the recruitment team. If you are satisfied you have understood all of the above, please sign (typed is fine) and date below. In doing so, you are confirming you are able to commit to all of the requirements identified in the preceding sections.

Thank you