



Role Title:	Police Contact Enquiry Officer Supervisor	Rank / Grade:	SO1
The Police Contact Enquiry Officer (PCEO) Supervisor is responsible for the day to day running of all Front Counters. They will ensure that a high level of public service is maintained, through regular contact with the team.			
Vetting (level):	Standard	Psychological Screening:	N/A
Location:	Contracted to work at Eastern Police Investigation Centre, Portsmouth.	Travel Required:	There is a requirement to travel to other locations within Hampshire & the Isle of Wight.
Suitability for restrictions:	N/A	Position Type:	Full-time and permanent
Conditions / Notes:	N/A	Responsible to	Responsible to the Deputy Operations Manager – Police Front Counters. The role holder will have line management responsibilities for all PCEO's based out of the Eastern Stations and when they are the Duty Supervisor, the role holder will have responsibility for all PCEO's who are on duty throughout Hampshire & the Isle of Wight.
Key accountabilities (an indication of the responsibilities and activities expected in the role)			
▪ Provide first line operational and administrative supervision of Police Contact Enquiry Officers (PCEOs), ensuring that the appropriate resources are available to enable all of our Front Counters to remain fully operational and that work is allocated and completed to the highest standard and to the required timescales. ▪ Monitor attendance levels in line with the Force policy, ensuring that absences are recorded. ▪ Manage staff annual leave, rest days and time off in line with the Abstraction policy, ensuring CARM is updated accordingly. ▪ Supervise the performance and monitor the work activities of Police Contact Enquiry Officers, and complete fair and objective performance reviews, measuring against valid objectives, through regular 121s. Identify opportunities for professional development. ▪ Investigate dissatisfaction relating to Front Counter services, ensuring Force policies and procedures are adhered to. ▪ Manage change effectively, including implementing new legislation/policies/procedures as required. ▪ Provide advice and guidance to support the resolution of complex issues with internal and external customers and ensure issues are escalated where appropriate. ▪ Provide cover to the Front Counters on the occasion of unplanned staff shortages. ▪ Maintain personal responsibility for the management of information in compliance with the Management of Information Guidance, Codes of Practice and Information Security policy, procedures and legislation. ▪ Complete all mandatory e-learning.			
Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire & IOW 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.			

**Experience****Essential**

- Educated to QCF Level 3, or has comparable work experience.
- Knowledge of Windows based Microsoft software and be confident in using IT equipment.
- Must have proven experience of supervising staff, including attendance and performance management.
- The ability to write detailed and concise reports.
- Must have proven experience of working in a customer / public service environment.
- Full UK driving license.

Desirable

- Knowledge of the police organisation and structure.
- Understanding of Front Counter working practices.

Attributes

You will bring your customer / public service and line management experience to work as part of a Front Counters team who are dedicated to providing the best possible service to the public and internal stakeholders. You will therefore need to be able to work well within a team and be able to confidently share your skills and knowledge. You will be expected to make decisions and deal with sensitive information appropriately.

We will assess your suitability to join policing as part of the selection process. You will need to be able to evidence that you will uphold the values of policing (impartiality, integrity, public service, transparency), the Code of Ethics and demonstrate our Competencies and Values.

Applications will be shortlisted by demonstrating the relevant Competencies and Values for this role. A further selection method will be an interview around your personal attributes, competencies and values.