



# CONTACT MANAGEMENT

## Police Contact Enquiry Officer Supervisor Recruitment Pre-Brief

### Vacancy: PCEO Supervisor – EPIC / Eastern Area

Thank for considering applying for the recently advertised Police Contact Enquiry Officer Supervisor 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. The patterns work on a cyclical 4 week rotation. You may start on any week in the rotation, depending on where *other* members of staff sit in the rotation.

### Full Time (37 hour weekly average) shift pattern:

|             | Mon                 |       | Tue                 |       | Wed                 |       | Thu                 |       | Fri                 |       | Sat                 |       | Sun                 |       | Wk Total |
|-------------|---------------------|-------|---------------------|-------|---------------------|-------|---------------------|-------|---------------------|-------|---------------------|-------|---------------------|-------|----------|
| Wk1<br>Dy1  | L1200-2030<br>08:00 | 00:30 | L1200-2030<br>08:00 | 00:30 | D1000-1800<br>07:30 | 00:30 | D1000-1800<br>07:30 | 00:30 | E0700-1500<br>07:30 | 00:30 | RD<br>00:00         | 00:00 | RD<br>00:00         | 00:00 | 38:30    |
| Wk2<br>Dy8  | E0700-1500<br>07:30 | 00:30 | E0700-1500<br>07:30 | 00:30 | L1200-2030<br>08:00 | 00:30 | L1200-2030<br>08:00 | 00:30 | D1000-1800<br>07:30 | 00:30 | E0700-1600<br>08:30 | 00:30 | RD<br>00:00         | 00:00 | 47:00    |
| Wk3<br>Dy15 | RD<br>00:00         | 00:00 | RD<br>00:00         | 00:00 | E0700-1500<br>07:30 | 00:30 | E0700-1500<br>07:30 | 00:30 | L1200-2030<br>08:00 | 00:30 | L1200-2030<br>08:00 | 00:30 | L1200-2030<br>08:00 | 00:30 | 39:00    |
| Wk4<br>Dy22 | D1000-1800<br>07:30 | 00:30 | D1000-1800<br>07:30 | 00:30 | RD<br>00:00         | 00:00 | RD<br>00:00         | 00:00 | RD<br>00:00         | 00:00 | RD<br>00:00         | 00:00 | E0700-1600<br>08:30 | 00:30 | 23:30    |

### Induction Training:

Depending on your start date, you will either go straight onto a course or you may come straight onto a front counter and begin observations and learning pending a course date.

**Location:** The training course will be at 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.

If this is away from your base station you will be able to claim travelling expenses. Please see below for further information on this.



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**Hours:** The induction training lasts for 3 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:**

After your 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 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 4 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 the 3 week induction training only.**

## **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 6 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.

**Flexible working:** We will consider requests for flexible working after 26 weeks continuous service and on the proviso that you have successfully completed 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 for your training period.



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**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.**

**Thank you**

Angela Orr

Recruitment Manager/Deputy Operations Manager for HC Front Counters