



Police Contact Enquiry Officer Supervisor Recruitment Pre-Brief

Vacancy: PCEO Supervisor

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:

You will be required to work a shift pattern. The pattern in question is shown below in a spreadsheet format. The patterns work on a cyclical 5 week rotation. You may start on any week in the rotation, depending on where other members of staff sit in the rotation.

	Mon		Tue		Wed		Thu		Fri		Sat		Sun		Wk Total
Wk1 Dy1	D0900-1830 08.45	00.45	D0900-1830 08.45	00.45	E0715-1645 08.45	00.45	RD 00.00	00.00	RD 00.00	00.00	E0700-1400 06.30	00.30	E0700-1400 06.30	00.30	39.15
Wk2 Dy8	D1015-2015 09.15	00.45	D1015-2015 09.15	00.45	D0900-1830 08.45	00.45	E0715-1645 08.45	00.45	RD 00.00	00.00	RD 00.00	00.00	RD 00.00	00.00	36.00
Wk3 Dy15	E0715-1645 08.45	00.45	E0715-1645 08.45	00.45	RD 00.00	00.00	RD 00.00	00.00	D1015-2015 09.15	00.45	D0900-1600 06.30	00.30	D0900-1600 06.30	00.30	39.45
Wk4 Dy22	RD 00.00	00.00	RD 00.00	00.00	D1015-2015 09.15	00.45	D1015-2015 09.15	00.45	D0900-1830 08.45	00.45	L1115-2015 08.15	00.45	L1115-2015 08.15	00.45	43.45
Wk5 Dy29	RD 00.00	00.00	RD 00.00	00.00	D0900-1830 08.45	00.45	D0900-1830 08.45	00.45	E0715-1645 08.45	00.45	RD 00.00	00.00	RD 00.00	00.00	26.15

For the majority of your shifts, you will be based in a police station, however there is also a degree of hybrid working when not covering “duty supervisor”.

Please note that there is an expectation when you are “duty supervisor” that on your day shifts you will start your duty at either your base station or a station where staff will be. The same applies for your late shift, you will need to be visibly in a station that closes at 2000hrs as this is where some of the staff are. You will be able to travel to other stations during your working shift if required.

On your “admin” days, there is some flexibility to work from home if you are not required in a station.

Training:

You will initially be trained / mentored by one of our existing Supervisors.



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You may have opportunity to attend the PCEO training course to learn the role that you will be supervising. This course is run approximately 3 – 4 times throughout the year and is a 3 week course based at either Netley or Southampton.

You will have the opportunity to attend Leadership and Management Courses as part of your development.

Other important information:

Weekends/Bank Holidays: You will be required to work weekends and some 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 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.

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.



CONTACT MANAGEMENT



Thank you

Angela Orr

Recruitment Manager/Deputy Operations Manager for HC Front Counters