



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:

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

Training:

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

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.



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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.

Thank you

Angela Orr

Recruitment Manager/Deputy Operations Manager for HC Front Counters