

ROLE PROFILE Part1	Role Title	POLICE CONTACT ENQUIRY OFFICER SUPERVISOR			Dept /LPA	CONTACT MANAGEMENT
			VETTING LEVEL			
Grade/Rank	SO1					
Responsible To	Deputy Operations Manager - Police Front Counters					
Staff Line Managed	Police Contact Enquiry Officers					
Reviewed by (Manager)	Mark Harding				Date	03/04/2018
Purpose of Job	To be responsible for the day to day running of front offices, ensuring through regular staff contact briefing and quality assessment that the delivery of service is consistent and that performance issues are addressed and staff welfare needs are identified.					
Key Accountabilities	1. Provide first line operational and administrative supervision of Station Enquiry Officers in the Policing Area; ensuring that planned staffing levels are appropriate and that work is allocated and completed to the highest standard and to required timescales. 2. Monitor attendance levels in line with the force policy, ensuring that absences are recorded and where necessary the appropriate cover is provided to enable front offices to remain operational. Manage staff annual leave, rest days and time off in line with the abstraction policy, ensuring CARMs is updated accordingly. 3. Supervise the performance of Station Enquiry Officers, ensuring data quality and the completion of incident records in line with force policies and procedures. Complete fair and objective performance reviews for staff members, measuring against valid objectives and monitoring work activities. 4. Investigate dissatisfaction relating to front office services, ensuring force policies and procedures are adhered to. 5. To ensure smooth implementation of new legislation / policies and procedures within the team as required; managing change effectively. 6. To provide advice and guidance whilst resolving complex issues with internal an external customers pertaining to the relevant sections within their remit insure that any issues are escalated as appropriate. 7. To cover the front counter on occasion during unplanned staff shortages. 8. To give regular and effective service. Note: This role profile is designed to assist postholders with understanding what is expected of them in their role. Hampshire 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.					
Additional Requirements	Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation. The role holder may be required to visit other locations within Hampshire and the Isle of Wight, and therefore needs to have the ability to travel as necessary. May be asked to carry out fire warden duties to meet required standards if required.					
ROLE PROFILE Part2	We are Emotionally Aware Level 2 We are collaborative Level 1 We Deliver, Support and Inspire Level 2 We Analyse Critically Level 2					

CVF Recruitment Competencies	We are Innovative and Open Minded Level 1 Transparency		
Education/Qualifications	Essential: Educated to QCF Level 3 (2-3 passes) plus QCF Level 2 passes in Maths and English Language OR work experience deemed to have brought the postholder to a comparable level. Desirable: Knowledge of the Police Organisation and structure. Knowledge of Windows based Microsoft software. RSA I/II or equivalent in typing/word processing.		
Experience and Skills	Essential: To have experience in supervising staff To have experience delivering a customer service. Must be familiar with computerised systems. Desirable: Detailed understanding of front office working practises.		
Approved by HR	Julian Kloppenborg, Senior HR Advisor	Date	14/12/2018
ROLE PROFILE Part3 CPD			
Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.		
	Resolute, compassionate and committed We are Emotionally Aware Level 2 We Take Ownership Level 2 Inclusive, enabling and visionary leadership We are collaborative Level 1 We Deliver, Support and Inspire Level 2 Intelligent, creative and informed policing We Analyse Critically Level 2 We are Innovative and Open Minded Level 1 Impartiality Integrity Public Service Transparency		
Underpinning Values			
Initial Development skills for new to role period	All staff are required to complete mandatory e-Learning including annual DSE and Fire Safety plus any role-specific training required.		
Continuing Professional Development			

