



Role Title:	Police Contact Enquiry Officer	Rank / Grade:	Scale 5
The Police Contact Enquiry Officer (PCEO) is responsible for providing an efficient and effective front counter service to members of the general public, including accurately assessing threat, risk, opportunity and harm.			
Vetting (level):	Standard	Psychological Screening:	N/A
Location:	Various – please see specific location on advert.	Travel Required:	There may be 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 PCEO Supervisor. There are no line management responsibilities.

Key accountabilities (an indication of the responsibilities and activities expected in the role)

- To receive and critically assess enquiries, crime reports and intelligence from the general public, police and other agencies. This may be through face to face contact, calling back non-urgent victims of crime or via Single Online Home (SOH) which is our non-urgent online crime reporting system.
- To identify the appropriate action to resolve queries at Front Counter whenever possible and to interrogate and analyse a broad range of information systems in order to assess risk and gather relevant supporting data to provide the best and safest resolution to the enquiry. If queries cannot be resolved, determine the appropriate agency, deployment grading and priority of said queries.
- To clearly and accurately record relevant information into an extensive range of computer systems for a variety of intended audiences including other police departments and external agencies.
- To maintain station security and conduct identification checks of visitors.
- To ensure appropriate handling and storage of property.
- To receive and document registered sex offender notifications as detailed in the Sexual Offences Act 2003.
- To review documentation regarding the seizure and release of vehicles under section 165 of the Road Traffic Act.
- To manage appointments for fingerprint requests from the public. To be trained to obtain and provide fingerprints to certain organisations.
- To coach and mentor other police staff and officers when required.
- To manage the part of the bail process which includes people signing in for bail as well following the correct procedure for those who have breached bail.
- 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.
- There may be a requirement to work shifts, including weekends and bank holidays and a supplied uniform must be worn at all times whilst on duty.

Multi-Site Police Contact Enquiry Officer only – In addition to the above, there is a requirement to travel to other locations as you must be flexible and available on rostered working days to provide cover at any front counter location in Hampshire and the Isle of Wight.

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 2, or has comparable work experience.
- Knowledge of Windows based Microsoft software and be confident in using IT equipment.
- Must have proven experience of working in a busy environment, including being able to provide efficient and effective customer care in frequent face to face customer contacts.
- Experience in confidently handling confidential, difficult, contentious and sensitive matters.
- Clerical experience including creating and handling a high volume of varied documentation under pressure, both electronic and paper-based.
- Ability to work unsupervised.
- Full UK driving license.

Desirable

- Knowledge of the police organisation and structure.
- Ability to converse in a second language.

Attributes

You will bring your customer / public service 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 in a busy environment and as part of a team. You will be expected to deal with sensitive information and resolve / escalate enquiries 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.