

ROLE PROFILE Part1	Role Title	POLICE CONTACT ENQUIRY OFFICER	Dept /LPA	CONTACT MANAGEMENT
		VETTING LEVEL		STAFF
Grade/Rank	Scale 5			
Responsible To	PCEO Supervisor			
Staff Line Managed	none			
Reviewed by (Manager)	11446 Mark Harding	Date	12/07/2018	
Purpose of Job	To provide an efficient and effective front counter service to members of the general public. To accurately assess threat risk, opportunity and harm. To create a positive and professional impression of Hampshire Constabulary with an emphasis on 'getting it right first time'.			
Key Accountabilities	1. To receive and critically assess enquiries, crime reports and intelligence from the general public, police and other agencies. 2. To identify the appropriate action to resolve at first point of contact whenever possible or to determine the appropriate agency, deployment grading and priority of enquiries that cannot be resolved at the Front Counter. 3. 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. 4. 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/request. 5. To give advice and take appropriate action, being accountable for getting it right first time and managing the reporting person's expectations regarding the service that can be provided. 6. To maintain station security and conduct identification checks of visitors. 7. To ensure appropriate handling and storage of property 8. To receive and document registered sex offender notifications as detailed in the Sexual Offences Act 2003. 9. To review documentation regarding the seizure and release of vehicles under section 165 of the road traffic act. 10. To manage appointments for fingerprint requests from the public. To be trained to obtain and provide fingerprints to certain organisations. 11. To handle documentation regarding Foreign National Registration or changes that require re-registration of overseas visitors studying or living in the UK. 12. To coach and mentor other police staff and officers when required. 13. 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. There will be a requirement to work shifts, including weekends and bank holidays. Short notice shift changes may occur for which the appropriate recompense will be paid			

The role holder may be required to visit and work from other locations within Hampshire and the Isle of Wight, and therefore needs to have the ability to travel as necessary.

There is a requirement to wear a uniform (supplied) at all times whilst on duty

Multi-Site Police Contact Enquiry Officer only - In addition to the above:

- To be flexible and available to act as first point of contact, when on a rostered working day, to provide cover at any front counter location in Hampshire and the Isle of Wight.
- The role holder may be required to visit and work at various locations within Hampshire and the Isle of Wight, and must hold a current manual drivers licence and be prepared to take and pass a Force driving course if required.

ROLE PROFILE Part2

CVF Recruitment Competencies

[We are Emotionally Aware](#) Level 1

[We Analyse Critically](#) Level 1

[We are collaborative](#) Level 1

[We Deliver, Support and Inspire](#) Level 1

[We are Innovative and Open Minded](#) Level 1

[We Take Ownership](#) Level 1

[Transparency](#)

Education/ Qualifications

Essential: Educated to [Educated to QCF Level 2](#) (inc English Language) OR work experience deemed to have brought the postholder to a comparable level.

To have proven Microsoft Office skills

Desirable: [QCF Level 3](#) in Public Administration or equivalent

Experience and Skills

Essential: Considerable experience working in a busy environment involving:

Evidence of having been able to provide efficient and effective customer care in frequent face to face customer contacts, including the ability to handle confidential, difficult, contentious and/or sensitive matters.

Clerical experience, including creating and handling a high volume of varied documentation under pressure – electronic and paper- based

Experience in working unsupervised

Desirable: Knowledge of police organisation and structure, particularly police documentation, processes and regulations

Ability to converse in a second language.

Use of computerised systems, particularly police systems

Approved by HR Julian Kloppenborg, Senior HR Advisor

Date 13/11/2018

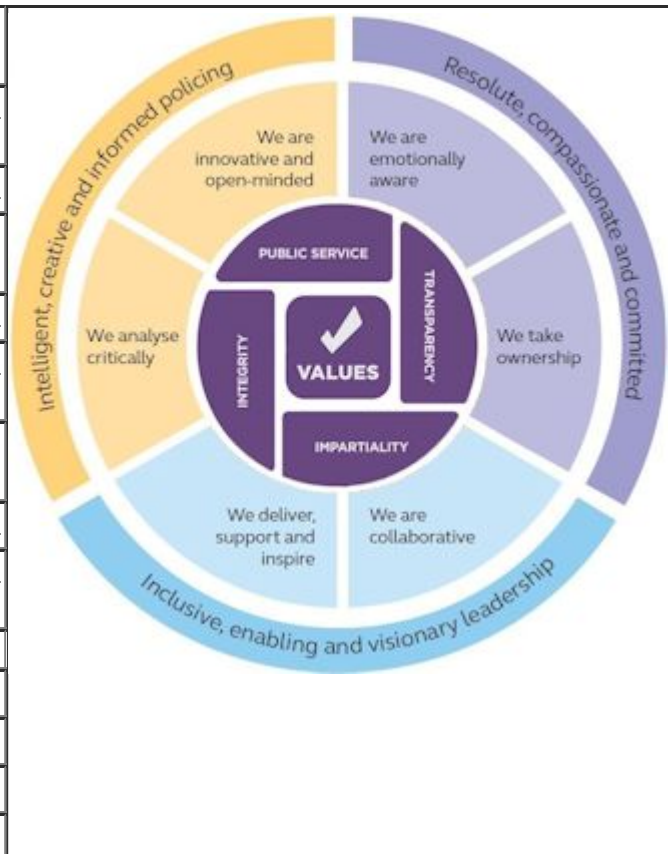
ROLE PROFILE Part3 CPD

Competencies

All roles are expected to know, understand and act within the ethics and values of the Police Service.

**Underpinning
Values**

Resolute, compassionate and committed	
We are Emotionally Aware	Level 1
We Take Ownership	Level 1
Inclusive, enabling and visionary leadership	
We are collaborative	Level 1
We Deliver, Support and Inspire	Level 1
Intelligent, creative and informed policing	
We Analyse Critically	Level 1
We are Innovative and Open Minded	Level 1
Impartiality	
Integrity	
Public Service	
Transparency	

**Initial
Development
skills for new to
role period**

Expected to complete selected Customer Service and Policing National Occupational Standards in the form of a portfolio of evidence during the probationary 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****Career
Pathways**