


ROLE PROFILE	CUSTOMER SERVICE SUPPORT OFFICER	
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SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	<p>To be the first point of contact for all communication methods into the OPCC including telephone, letter, email and social media contacts, providing an efficient, professional and timely response to requests for service from the public.</p> <ul style="list-style-type: none"> • Providing information, advice, guidance and resolution to queries from members of the public and other agencies • Effectively managing OPCC phonelines, monitoring social media chat, and providing a reception service for the • Carry out accurate dynamic risk assessments for every contact received and escalating or referring to management, 999/101, Victim Support, CrimeStoppers or other agencies as required • Undertaking initial assessment of correspondence, identifying the level of response or action to be taken. • Drafting responses to correspondence in line with agreed lines to take, policy position statements and FAQs. • Liaising with key points of contact in the Police Force to support enquiries in cases brought to the attention of the PCC. • Dealing appropriately with callers who may be emotional, distressed or vulnerable. • Accurately record all correspondence on appropriate systems, and monitoring requirements for follow up activity. • Managing, sharing, and viewing of business and/or sensitive data in accordance with Data Protection Act 2018 and General Data • Undertaking analysis to support monitoring and performance management of correspondence and customer service. <p>Support customer engagement by organising and attending public engagement events, supporting the promotion of engagement activities and undertaking additional engagement duties as required.</p> <p>This role will be working in a high profile and busy political office. The postholder will be required to develop a good understanding of local and national policing policy.</p> <p>To support the office's customer engagement and communications commitments this role may include some evening and weekend working.</p>				
Role Type/Family	Police Staff	Grade	3	Vetting Clearance	RV
Medical Assessment	None specific to this role			JE Ref.	
Political Restrictions	This role is politically restricted.				

Role-Specific Training and CPD to be undertaken.	<p>Knowledge of:</p> <ul style="list-style-type: none"> • The PCC's professional views and principles. • The PCC's policies, strategies and working practices. • The PCC's police and crime plan and delivery plan. • The Police, policing, and criminal justice agencies. <p>Relevant IT systems and software applications (Pentana).</p>
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SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE *(For selection purposes)*

Formal Qualifications required	GCSEs (grade 9-4/A-C) or equivalent in English and Maths regardless of any higher qualifications attained in other subjects/fields. Apprenticeship: A requirement of the role is to obtain the level 3 qualification in Customer Service if the post is filled by an external appointment Apprenticeship requirements will not apply to existing staff redeployed into role.	
Essential experience and specialist skills and knowledge	<ul style="list-style-type: none"> • Excellent keyboard skills • Excellent oral, listening and written communication skills • Ability to capture critical information and record it accurately • Demonstrable analytical and critical thinking skills • Excellent customer service skills • Good decision making skills • Ability to adapt to change • Demonstrable experience of working as part of a team 	
Essential Behavioural Competencies	<ul style="list-style-type: none"> • Openness to change • Negotiation and influencing • Respect for race and diversity • Team working • Community and customer focus 	<ul style="list-style-type: none"> • Effective communication • Problem solving • Personal responsibility • Resilience

SECTION 3: BEHAVIOURS

LEADERSHIP

Openness to change

C Understands the need for change and is willing to adapt to it. Is flexible and prepared to try out new ideas.

Negotiation and influencing

B Uses logic and reason to influence others. Persuades people by using powerful arguments. Identifies clear aims in negotiations and achieves satisfactory outcomes.

WORKING WITH OTHERS

Respect for race and diversity

A. Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences

Teamworking

C Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.

Community and customer focus

C Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them.

Effective communication

B Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Checks for understanding.

ACHIEVING RESULTS

Problem solving

C Gathers enough relevant information to understand specific issues and events. Uses information to identify problems and draw logical conclusions. Makes good decisions.

Personal responsibility

B Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.

Resilience

A Shows reliability and resilience in difficult circumstances. Remains calm and confident, and responds logically and decisively in difficult situations