

ROLE PROFILE	POLICE ENQUIRY OFFICER	
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SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	<p>The principal responsibility of the role is to provide a professional, effective frontline service to all who attend our police enquiry offices and appropriate contacts via 101 and other non-urgent means. Resolving enquiries at the first point of contact wherever possible and promoting reassurance, confidence, and trust in our service at all times.</p> <p>In particular, to:</p> <ul style="list-style-type: none"> • Be the first point of contact for reported crimes and incidents of a policing nature coming to the front offices. • Provide an initial response to a wide range of enquiries from the public and other agencies, which may include offering advice, information and guidance on legislation, civil remedies, disputes and police complaints. • At all times ensuring compliance with Force policy and procedures. Where appropriate and necessary, 'signpost' the customer to partner agencies. • Receive and record information appropriately and accurately in line with force working practices and policies, including entry on to the correct force system(s). • If further action is required, ensuring the correct processes are followed to inform the appropriate persons/departments or agencies as required. • Deal supportively and reassuringly with witnesses, victims, and the general public escalating to other police resource where appropriate. • Ensure compliance with victims Code of Practice. • Where vulnerability is identified, complete relevant safeguarding notification to flag a person's vulnerability to the correct department or agency, using the appropriate form/method. • Deal with lost, found and seized property including the handling of cash, the safe handling and storage of firearms and explosives, ensuring all administrative processes and safety measures are undertaken fully and accurately. • Receive, record, check and issue official documents produced at the enquiry office, retaining originals or copies of these documents for further inspection where required and updating relevant internal departments and/or other partner agencies as appropriate. • Provide guidance and support to new and current colleagues where needed. • As required, assist with the administration and registration of visiting foreign nationals in support of legal requirements. This may involve attending other locations such as Education facilities, to assist with the registration process. • Maintain the security and professional appearance of the enquiry office, ensuring public facing information on display is up to date and meets Force standards, maintaining front office security at all times. Where appropriate assist the Building Controller to access any CCTV systems housed within the front offices, including removing stills and images where authorised by Inspector or above.
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	<p>The post holder may on occasion, be required to work in other force locations. Travel will be during work time. A force vehicle can be provided where required.</p> <p>In addition, there are some functions that are intrinsic to this role. An employer's duty of care and current legislation allows the Force to establish if a potential applicant could carry them out, either with or without reasonable adjustments. These functions are:</p> <ul style="list-style-type: none"> • Lone working • Working with chemicals/biological hazards • Working with Firearms and ammunitions • Working with Disturbing Evidence/Observation of Disturbing Circumstances • Working with Vulnerable People • Working in an environment with potential for conflict, violence (verbal/physical) <p>To assist in ensuring applicants would be able to undertake these functions of the role, it will be necessary for the medical questionnaire provided with the other application material to be completed. In some cases, a medical assessment of the information provided in that questionnaire will be undertaken.</p>				
Role Type/Family	Police Staff	Grade	4	Vetting Clearance	RV
Medical Assessment	Standard			JE Ref.	A158
Political Restrictions	None-specific to this role				
Role-Specific Training and CPD to be undertaken.	<ul style="list-style-type: none"> • Enhanced customer care skills • Force IT systems • First Aid • NPIA contact management training 		<ul style="list-style-type: none"> • Firearms awareness training • Time Expired Pyrotechnics awareness • Dynamic Risk Assessment Training • Introduction to neighbourhood policing 		

SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE (For selection purposes)

Formal Qualifications required	None-specific to this role
Essential experience and specialist skills and knowledge	<ul style="list-style-type: none"> • Proven customer-focused approach to dealing with people from a wide variety of backgrounds. • Experience of demonstrating verbal and written communications skills, including dealing with conflict and conflicting information • Proven ability to work in challenging and difficult circumstances, often unsupervised, and to tight timescales • Evidence of working effectively as part of a team • Evidence of administrative and keyboard skills including knowledge of Microsoft products • Full UK driving licence unless prevented by reason of disability

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Essential Behavioural Competencies	<ul style="list-style-type: none">• Planning and organising• Respect for race and diversity• Team working• Community and customer focus	<ul style="list-style-type: none">• Effective communication• Problem solving• Personal responsibility• Resilience
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SECTION 3: BEHAVIOURS

BEHAVIOURS

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

Team working – 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 – C

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.

Planning and organising – C

Plans and carries out activities in an orderly and well-structured way. Prioritises tasks, uses time in the best possible way, and works within appropriate policy and procedures.