

 <div>HR Services putting people first</div>	<div>HUMBERSIDE POLICE</div> <div>Role Requirement</div>		Objective Analysis: 2A
			Post No: VARIOUS
Position Title: Front Counter Officer	Grade: Career Graded Scale 3	Vetting Level: RV	
<div>Overall Purpose of the role:</div> <div>To provide an enquiry and advice service to members of the public, partnerships and police officers/staff attending or telephoning the station including administrative tasks in order to service the needs of the community in accordance with local policing and Force objectives.</div> <div>To provide resilience to the Force Contact Management Strategy.</div>			
Specific Roles/Tasks			
<div>Receives, records, stores, returns and disposes of found and other than found property in accordance with Force procedures as appropriate. Maintains property registers and indices manually or by the use of a computer, checks circulations and publications for items of lost/stolen property, and participates in audits of received/disposed property.</div> <div>Provides advice and assists members of the public/other internal bodies contacting the station either in person or by telephone over an extensive range of issues/circumstances, including dealing with stranded/homeless persons, receiving and processing endorsable and non-endorsable fixed penalty tickets, HO/RT 1 and vehicle defect forms, and processing documentation in respect of Data Protection applications.</div> <div>Creates logs and forwards to the appropriate control area for reports of Road Traffic Collisions (RTC's), Crime and other matters. Undertakes enquiries on systems including Crime Information Database, Command and Control, Police National Computer (PNC), and Work Allocation Database (WAD) as required.</div> <div>Undertakes switchboard duties, effectively questions callers to determine the correct destination for each call and transfers calls to the various departments throughout the force in line with agreed force procedures or offers advice as appropriate.</div> <div>Undertakes the completion of paperwork in accordance will legal requirements in the relation to the registration of sex offenders, foreign nationals, registration of persons under the Terrorism Act and individuals subject to football banning orders ensuring all documentation is correct, as well as questioning individuals in order to verify information is accurate and current as required. Notifies the correct unit/section for non attendance and undertakes appropriate notification paperwork.</div> <div>Obtains and verifies insurance and driver documentation relating to the seizure and release of vehicles and Prohibition Notices (PG9), ensuring the information is legal, relevant and in accordance with the Force guidelines for identification purposes, informing the relevant areas/personnel e.g. PNC as appropriate.</div> <div>Deals with persons reporting on Bail in accordance with Force procedure through ensuring the correct signage, notifying the relevant Unit/Individual of any breach of bail and actioning the associated paperwork, including the youth offending bail management processes.</div>			

Receives Firearms and shotguns ensuring they are suitably labelled and safely stored until they can be made safe by appropriately trained personnel.

Verifies via accessing the vetting system the identity of visitors to the building and issues passes.

Identifies and records any intelligence received forwarding the information to the relevant source.

Cascade trains enquiry office procedures to new or temporary staff.

Keeps abreast of changing legislation relevant to the role.

Processes and files non molestation order received into the Police Station from Solicitors representatives.

Processes all paperwork in relation to the acceptance of any payment for Data Protection, Pedlars, and Firearms certificates and Foreign Nationals etc.

Attends court as a witness and completes statements (MG11) as and when required.

Maintains and operates station equipment with Force procedures including the issue keys where appropriate, computerised recording systems, fire alarm controls etc.

Receives/transmits messages via the Airwaves radio system/mobile devices which involves contact with Police Officers and Police Staff.

Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Responsibility	Decision Making
<p>Promoting a positive image of Humberside Police by applying tact, diplomacy and confidentiality in responding to enquiries covering a broad range of issues;</p> <p>Supports other enquiry offices as and when required;</p> <p>Extracting and recording relevant information from members of the public utilising the information to support actions and aid decision making;</p> <p>Ensuring that any information or advice communicated is relevant and in line with Force guidelines and within the remit of the post holder;</p> <p>Ensures any anomalies identified are followed through and resolved or passed to</p>	<p>Assesses situations, draws logical conclusions from the information available and uses judgement and knowledge to identify the best available options to resolve the issues.</p> <p>The post holder is governed by clearly defined procedures in most decision making tasks. However, the frequency and variety of enquiries is such that a good degree of initiative is required to give and obtain the necessary information. The post holder needs to possess a certain level of judgement and initiative in order to make the appropriate level of decision.</p>

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the relevant department;	Decisions that may set a precedent which can be deemed contrary to established procedures should be referred to a Supervisor.
Obtains and verifies insurance and driver documentation relating to the seizure and release of vehicles, ensuring the information is legal before any documents are signed or vehicles released;	
Ensures all property is handled effectively and stored correctly in compliance with Force policy;	
Keeping abreast of changes to procedural issues, current or proposed legislation that may affect the post holders role, in order to give the most relevant and factual advice to customers;	
Responsible for using the NDM and THRIVE model in all actions undertaken.	
Ensuring that risks to the Force, BCU/Branch which may affect its ability to provide business as usual now or in the future are identified and escalated to their line manager or local Risk Champion at the earliest opportunity;	
Responsible for using the NDM and THRIVE model in all actions undertaken	
As a member of Humberside Police you will accord with the Standards of Professional Behaviour, as outlined in the Code of Ethics, at all times. You will recognise the responsibilities of your role and act lawfully in the public interest. Your conduct will encourage others to have confidence in policing. You will have honesty and integrity and be open and transparent in your decisions and actions. You will treat people fairly and demonstrate respect, tolerance and self-control. You will lead our service by good example and will report, challenge or take action against the conduct of colleagues which has fallen below the standards expected	
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Reports to		Direct reports:	
Command Hub Supervisor		NONE	
Prepared by:- Janet Jeffrey HR Ops Partner Date:- 7 th February 2017	Confirmed by:-	Received by:- Date:-	

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**Person Specification
Scale 3**

Attainments/ Knowledge	Essential	Literate and numerate.
	Desirable	NVQ Level 2 – Customer Services (or equivalent). Knowledge and understanding of Humberside Police structure and terminology. Knowledge of Police property procedures.
Experience	Essential	Experience of working in a customer orientated field. Experience of working in a clerical field, incorporating record keeping, telephone work etc. Experience of dealing with people over the telephone and face to face. Experience of working within a secure/confidential environment. Experience of handling items of a sensitive nature e.g. cash, drugs, firearms etc.
	Desirable	
Skills/ Specialisms	Essential	Excellent communication skills. Computer literacy/keyboard skills. Excellent organisational skills. Has the ability to use diplomacy and tact and identify when to pursue a situation.
	Desirable	Has the ability to use questioning techniques to extract relevant information. The ability to recognise when issues need further investigation. Has the ability to work well under pressure and remain positive and calm. Has the ability to interpret body language and adapt communication techniques as appropriate.
Decision Making/ Problem Solving/ Planning	Essential	Possesses an understanding of when to refer matters to a supervising officer. Ability to prioritise own workloads.
	Desirable	
Practical Effectiveness	Essential	Possesses a level of maturity in order to work with minimum supervision. Appreciates the need for honesty and integrity at all times. Demonstrates the ability to be assertive and remain polite and calm in difficult situations. Carries out tasks in an accurate and methodical manner with an eye for detail. Ability to work part of a team. Flexibility to take part in a shift system and also cover at short notice.
	Desirable	
Citizen Focus		A citizen focussed culture exists when every member of staff considers the impact that their actions have on the people they serve and proactively seeks ways of improving the quality of the service that they provide. The post holder must convey to both internal and external clients a customer focussed service based on fairness and quality and ensure they fully understand and represent the Force's values and principles at all times.
Respect for Race & Diversity		Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance. 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.

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