

	HUMBERSIDE POLICE Role Requirement		Objective Analysis: 4d
		Post No: VARIOUS	
Position Title: Clerical Assistant (Central Ticket Office)	Grade: Scale 2/3	Vetting Level: RV	
Overall Purpose of the role: To undertake a range of clerical duties within the Central Ticket Office including all aspects of the fixed penalty system, Camera Detected Offences and Vehicle diversionary schemes. To interrogate Force computer systems ie PNC, Command & Control, CIS, NSPIS and other PND related systems to create, update and check information to identify offenders in order to produce, print and service notices in accordance with Force policy and legislation			
Specific Roles/Tasks Ensures accurate input of data onto the fixed penalty systems and associated Force systems within statutory time limits and in accordance with office working practices. Receives and manually examines photographic evidence obtained from strategically placed cameras within the Humberside policing area, to identify specific traffic offences and decide within established criteria, which incidents constitute an offence so that Notices of Intended Prosecution can be issued appropriately. Interrogates PNC, DVLA and other relevant systems to accurately identify drivers/owners of vehicles in order to produce, print and serve notices to offending individuals in accordance with Force policy and current legislation. Generate and action reports on a daily basis. Inspects and records on computer driving licences surrendered in relation to endorsable fixed penalty notices, clarify any anomalies and forward licences with detailed checklist to the magistrates' court to be endorsed. Interrogate the DVLA database to check driver records ensure driver has the appropriate entitlements. Creates, completes and updates records where required, including Crime Reports, Arrest Summons and Work Allocation Database Records, using data cross-referenced from various systems and information gathered from the original personnel involved. Prepares witness statements and files for court. Ensures all paperwork is present or requested from the Police Officer in the case when necessary before passing to the Decision Maker for checking. Attends court to give evidence or deliver documentation as and when required. Liaises with divisional colleagues, police officers, Criminal Justice staff and external contacts, providing information and advice in accordance with previously determined guidelines. Provides management information as and when requested.			

Receives and replies to correspondence and notices from members of the public, courts and other agencies using either standard replies or the compilation of miscellaneous letters. Undertake routine enquiries in accordance with office working practices to identify and trace offenders and to follow up all offenders who have failed to comply with notices. Provides information and advice over the telephone or to personal callers attending the Central Ticket Office. Acts as first point of contact, receives and fields calls on a busy switchboard within a reception environment. Maintains diary systems and arranges appointments. Ensures that a callers identity is established prior to allowing them to view photographic evidence of offending vehicles. Deals with personal callers to the building, who may often be upset, confrontational or abusive. Weed and update filing system, checking numerical tracking system for completed files so that all documentation is accurately maintained, retained for the specified time and available for reference if necessary. Undertakes a wide range of clerical duties such as photocopying, all aspect of incoming and outgoing mail, document collating, scanning, stock control, taking meeting minutes and stationery orders etc. 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
- providing efficient and effective administrative support for the accurate processing of all files ensuring that deadlines are met; - ensuring crime is recorded accurately and discrepancies are brought to the notice of the appropriate personnel; - managing own workload ensuring all statutory time limits are met; - developing and maintaining a sound working knowledge of all relevant legislation, policies and procedures e.g. the Data Protection Act and disclosure of information; - taking responsibility for own personal development in order to become proficient and multi functional in all areas of work; - developing and maintaining effective interactive working relationships both within the Central Ticket Office Teams and outside agencies; - Citizen focussed policing means reflecting the need and expectations of	Decisions are made within generally defined guidelines however; the post holder will be required to use judgement and discretion in dealing with non-routine issues or issues where there is no readily available precedent.
Additional Information	

individuals, colleagues and partnerships in decision making, service delivery and practice. The post holder is responsible for meeting the needs and expectation of individuals by providing appropriate help and advice, taking all concerns seriously and explaining what will be done to address them, including whether or not any further actions will be taken and why; and maintaining a positive attitude towards and adherence of the principles and standards outlined in the Equal Opportunities Policy and the Force Individual Standard – Confronting Prejudice and Discrimination For All POSTS 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.	
Reports to	Direct reports:
Prepared by:- Margaret Shillito 2008	Confirmed by:- Date:- Received by:- Date:-

Person Specification

Attainments/ Knowledge	Essential	Literate and Numerate. Educated to GCSE standard or equivalent or with significant working experience in the related area.
	Desirable	BTEC/NVQ level 3 or equivalent qualification in a Business/Admin related field. Knowledge of Humberside Police Central Ticket Office procedures.
Experience	Essential	Experience of relevant clerical work incorporating a wide range of duties. Experience of using computers to input, amend and extract information.
	Desirable	Experience of working in a secure/confidential environment. Previous experience in a customer care environment.
Skills/ Specialisms	Essential	Well developed written and oral communication skills. Computer literate. Keyboard skills.
	Desirable	Experience of using Windows packages e.g., Word, Excel, Access.
Decision Making/ Problem Solving/ Planning	Essential	Ability to prioritise workload. Ability to use initiative relating to non-routine matters, enquiries etc. Possesses an understanding of when to refer matters to a senior officer. Ability to complete tasks accurately within specified deadlines.
	Desirable	Assertiveness and the ability to remain calm in difficult situations.
Practical Effectiveness	Essential	Ability to work as part of a team. Demonstrates attention to detail and accuracy in all work. Possesses an understanding of when to refer matters to a senior officer. Flexible to meet the demands of the post. Willingness to learn and undertake training to develop within the role.
	Desirable	Ability to manage stressful situations and have the confidence to react immediately with tact and diplomacy.
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

NOT PROTECTIVELY MARKED

	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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