

## Enquiry Desk Assistant

District/Department	Districts	Rank/Grade	Band B
---------------------	-----------	------------	--------

Role purpose:	Dealing with enquires from members of the Public who come into the Police Station or contact the Station and completing all required administration duties
---------------	--

Summary of Main Duties:	
<p>Receiving and dealing with enquiries from members of the public</p> <p>Accept and record items of property and cash handed in by members of the public</p> <p>Maintain enquiry desk records</p> <p>Responsibility for security of access through the public reception area</p> <p>Receiving persons reporting on bail</p> <p>Receiving monies paid in at the Police Station</p> <p>Reporting persons for minor offences and completed documentation</p> <p>Taking initial reports of crimes and road traffic accidents</p> <p>Operation of public address system</p> <p>Operating a Loop system</p> <p>Carry out clerical and administrative duties</p> <p>Any other duties commensurate with the grade of the post</p>	
Competencies/behaviours	
<p>Please access the College of Policing website and refer to the <b>Competency and Values</b> for a definition of the values and essential behaviours for each required competency level.</p>	
Competency	CVF Level
<a href="https://profdev.college.police.uk/competency-values/">https://profdev.college.police.uk/competency-values/</a>	<p>Level 1 – Practitioner</p> <p>Level 2 – Supervisor/Middle Manager</p> <p>Level 3 – Senior Manager/Executive</p>
We are emotionally aware	Level 1
We take ownership	Level 1
We are collaborative	Level 1
We deliver, support and inspire	Level 1
We analyse critically	Level 1
We are innovative and open-minded	Level 1

**Core values for ALL employees:**

Integrity  
Impartiality

Public Service  
Transparency

**Experience, Education and Skills:** *Ideally between 4 and 6 of each*

**Essential:**

Experience of dealing with face to face enquiries from members of the public.

Experience of using computer packages including MS Word, Excel

Previous clerical experience

Able to work shifts and weekends

Ability to travel and work at different sites

Able to work overtime and bank holidays as and when require

**Desirable:**

Knowledge of property handling procedures.

Knowledge of civil/criminal issues.