

## Local Referral Clerk

<b>District/Department</b>	District - PVP	<b>Rank/Grade</b>	Band B
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<b>Role purpose:</b>	To provide administrative and call handling support to the Referral Unit and support to officers within District PPU.
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### Summary of Main Duties:

Provide call-handling and administrative support to the PVP Referral Unit.

Maintain and update records, systems and inventories in the PVP Referral Unit.

Create and update records on the SYP Child Protection Database.

Process telephone calls to the Referral Unit and prioritise as appropriate.

Research persons using CATS, PROCAD and Internet systems as appropriate.

Liaise with internal departments, other Police Forces and Agencies.

Provide typing and file preparation support to District PPU Child Abuse Investigation Teams.

Attend meetings and produce related reports and minutes.

Deal with internal/external enquiries.

### Competencies/behaviours

*Please access the College of Policing website and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.*

<b>Competency</b> <a href="https://profdev.college.police.uk/competency-values/">https://profdev.college.police.uk/competency-values/</a>	<b>CVF Level</b> <b>Level 1 – Practitioner</b> <b>Level 2 – Supervisor/Middle Manager</b> <b>Level 3 – Senior Manager/Executive</b>
We are emotionally aware	1
We take ownership	1
We are collaborative	1
We deliver, support and inspire	1
We analyse critically	1
We are innovative and open-minded	1
<b>Core values for ALL employees:</b>	
Integrity	Public Service
Impartiality	Transparency

### Experience, Education and Skills:

#### Essential: (used for short-listing)

Experience of using Microsoft Word packages.
Experience of working with confidential information.
Must be able to type/input accurately. (You will be required to take a keyboard and audio typing test at interview).
<b>Desirable:</b>
RSA II or OCR equivalent typewriting/word-processing qualification.
Experience of audio typing.