



Role Profile

Local Policing: Customer Contact Advisor

Role Description

Act as a first point of contact for the Constabulary to members of the public either face to face, by telephone, or email, including giving and receiving information, dealing with enquiries, complaints and offering advice and guidance.

Main Responsibilities

- Create and prioritise incidents ensuring the correct advice is offered to the public and ensure they are updated as to progress in relation to their enquiry.
- Provide a professional and efficient customer service in a polite manner, either face to face or by telephone.
- Deal with offenders under the requirements of notification in respect of the Sexual Offences Act 2003 and be able to explain these to offenders.
- To receive, register, securely store and locate all property; including evidential property, monies, bicycles and valuables, returning to the lawful owner in accordance with policies and procedures.
- Deal with persons who are signing for Police or Court bail who are required to report to a Police Station in regard to specific offences.
- Ensure vehicles released following seizure by Police meet legal requirements in respect of Insurance, MOT & driver classification before they return to the road. Ensure approved recovery agents are updated in relation to releases.
- Responsible for monies received for Crime Prevention items, Pedlars Certificate's and subject access forms.
- Receive surrendered Firearms, make safe, securely store and register.
- Maintain the security of station and ensure all visitors are assigned appropriate levels of access in accordance with the Visitors Policy, escorting people within the building (particularly contractors and visitors) where required.
- As and when required arrange for collection and disaster cleaning of vehicles on behalf of Police officer.
- In the absence of a LPSO, complete and submit Local Security Forms on a quarterly basis.
- Ensure calibration of Alcometers and speed guns is carried out as required.
- Provide and research information for reports and incidents as appropriate.
- In the absence of LPSO, act as point of contact for reporting building faults. Manage contractors on site in accordance with Force policy
- Provide administrative assistance to officers within LPA.
- To attend court as a witness if required.
- To liaise with officers where required and arrange for appointments/ bookings for Voluntary Attendance.
- Maintain and build good working relationships with colleagues and customers to ensure information is accurate, up to date and relevant.
- Maintain information held on notice boards ensuring all information is current.
- Any other administrative duties appropriate to the role.
- To provide cover at other local sites on occasion for example in Gloucester, Cirencester, Stroud etc.
- Training and development: Undertake the required training and development to maintain working knowledge.
- Comply with Constabulary standards and the Code of Ethics
- Maintain a competent performance through a commitment to self-development
- Adhere to Health and Safety, Environmental Management, Data Protection, Equal Opportunities, Freedom of Information, Race Relations and European Convention on Human Rights (ECHR) legislation, and ensuring compliance with appropriate local procedures.

Communications and Working Relationships

- Members of the public
- Officers and staff within the LPA
- Other personnel across the Constabulary
- Other agencies e.g. other Police Forces, Courts, Neighbourhood Watch Wardens, Home Office (Immigration)

Rank/Scale

SC4

Reports To

Community Contact Manager

Additional Information



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Vetting Level: Force Personnel will be vetted to the minimum Police Basic Check (PBC). A higher level of vetting may be required for certain roles or grades and suitable clearance will be required before appointment or deployment.

Mobility: The Force reserves the right to request you to carry out any other duties or move you to any other post appropriate to your grade, at any location within the county of Gloucestershire.

Working Pattern: Normal working hours will average 37 per week or will be pro rata. This will be worked subject to the needs of the service and may involve shift, night, weekend and public holiday working. In working with the Community this role will require flexibility to ensure all Receptions are covered and service to the public is maintained. .

Uniform: Wear uniform as directed by the organisation and in compliance with the relevant policy and procedures.

Standards of Professional Behaviour: Comply with Constabulary standards and the Code of Ethics

Travel / Driving License: The post holder will be required to travel to other locations around the county using own transport.

Experience and Qualifications

Desirable

An understanding of Force IT system e.g. STORM, Crime Recording etc., would be advantageous or willingness to learn (training will be given if necessary).

NVQ2 in Customer Services – or willing to work towards

Essential

1. Minimum of up to 2 years' experience of customer service delivery or dealing with members of the public in a high pressure communications environment.
2. Good written and oral skills
3. Excellent typing skills
4. Effective communication skills
5. Good standard of numeracy
6. Ability to work unsupervised and use own initiative
7. Computer literate including proven work processing ability and working knowledge of Microsoft
8. Be able to prioritise and work to deadlines in an efficient manner
9. Experience of dealing with conflict and conflict resolution
10. The ability to work in a team
11. A pragmatic approach to problem solving
12. Ability to manage people and information
13. A flexible attitude to working and shift rostering

Competency Framework Values



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Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	<p>I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</p> <p>I take in information quickly and accurately.</p> <p>I am able to separate information and decide whether it is irrelevant or relevant and its importance.</p> <p>I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</p> <p>I refer to procedures and precedents as necessary before making decisions.</p> <p>I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</p> <p>I recognise gaps and inconsistencies in information and think about the potential implications.</p> <p>I make decisions in alignment with our mission, values and the Code of Ethics.</p>	Yes
Inclusive, Enabling and Visionary Leadership	We are collaborative	Practitioner	<p>I work cooperatively with others to get things done, willingly giving help and support to colleagues.</p> <p>I am approachable, and explain things well so that I generate a common understanding.</p> <p>I take the time to get to know others and their perspective in order to build rapport.</p> <p>I treat people with respect as individuals and address their specific needs and concerns.</p> <p>I am open and transparent in my relationships with others.</p> <p>I ensure I am clear and appropriate in my communications.</p>	Yes



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<p>Resolute, Compassionate and Committed</p>	<p>We are emotionally aware</p>	<p>Practitioner</p>	<p>I treat others with respect, tolerance and compassion.</p> <p>I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</p> <p>I remain calm and think about how to best manage the situation when faced with provocation.</p> <p>I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</p> <p>I ask for help and support when I need it.</p> <p>I understand the value that diversity offers.</p> <p>I communicate in clear and simple language so that I can be easily understood by others.</p> <p>I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</p>	<p>Yes</p>
<p>Intelligent, Creative and Informed Policing</p>	<p>We are innovative and open-minded</p>	<p>Practitioner</p>	<p>I demonstrate an openness to changing ideas, perceptions and ways of working.</p> <p>I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</p> <p>I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</p> <p>I adapt to change and am flexible as the need arises while encouraging others to do the same.</p> <p>I learn from my experiences and do not let myself be unduly influenced by preconceptions.</p>	<p>Yes</p>
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Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	<p>I take on challenging tasks to help to improve the service continuously and support my colleagues.</p> <p>I understand how my work contributes to the wider police service.</p> <p>I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others.</p> <p>I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</p> <p>I support the efficient use of resources to create the most value and to deliver the right impact.</p> <p>I keep up to date with changes in internal and external environments.</p> <p>I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.</p>	Yes
Resolute, Compassionate and Committed	We take ownership	Practitioner	<p>I actively identify and respond to problems.</p> <p>I approach tasks with enthusiasm, focusing on public service excellence.</p> <p>I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</p> <p>I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</p> <p>I give feedback to others that I make sure is understandable and constructive.</p> <p>I take responsibility for my own actions, I fulfil my promises and do what I say I will.</p> <p>I will admit if I have made a mistake and take action to rectify this.</p> <p>I demonstrate pride in representing the police service.</p> <p>I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</p>	Yes

NOS

NOS Unit	Unit Name	Unit Description