**Staffordshire Police - Role Profile**

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| **Front Counter Officer** |

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| **Grade/Rank:** | E |
| **Directorate:** | Contact and Response |
| **Reports to:** | Front Counter Manager |
| **Direct Reports:** | N/A |

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| **Role Purpose** |
| The post holder will be operating in the dynamic area of Contact Services as first point of contact requiring effective communication skills to be able to deal with face to face contact. |

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| **Key Tasks and Responsibilities:** |
| * The post holder will be responsible for providing a professional and quality service to members of the public. The role will also involve working alongside other agencies understanding their capabilities to ensure customer satisfaction at first point of contact. This will require excellent communication skills to enable meaningful and effective contact across the whole community.
* The post holder will need the ability to prioritise situations and the requirement to make effective decisions is key.
* The post holder will have the ability to be customer focused ensuring a consistent quality service is delivered. Contact Services is at the forefront of communications within the Force and the person appointed will require creativity, resilience and an ability to balance and meet competing demand whilst working as part of a team.
* The post holder will be required to travel to other work locations within the Force area.
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| And to be accountable for: (ie responsibilities held by others but measured and owned by this role)* Registration of Sexual Offenders and completion of relevant paperwork.
* Administration of vehicle seizures under S165
* Provide the relevant services in respect of HORTs and Producers
* Accept and process Non Molestation Orders in STORM / Niche
* Accept and process Stalking and Harassment orders
* Use of STORM for incident creation, application of THRIVE and adherence to grading policy.
* Provide the relevant Registration of Bail Signers and notify any breaches
* Registration and Storage of Passports in relation to Football Banning Orders
* Facilitate paperwork for Pedlars Certificate Applications
* Facilitate Found Property handed in at the Front Desk
* Detained property – includes firearms surrender, weapons and drugs
* Provide checks for Prohibition Notices and issue relevant paperwork
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| **Behaviours**   |
| The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.This role should be operating at the following levels: |
| **Resolute, compassionate and committed** |
| We are emotionally aware |  | Valuing Diversity | 1b |
| Managing Sensitivities/Political Savvy | 1b |
| We take ownership |  | Customer Service | 1b |
| Maintaining Accuracy/Sustainable Working | 1b |
| **Inclusive, enabling and visionary leadership** |
| We are collaborative |  | Partner Working | 1b |
| Managing Complexity/Strategic Planning | 1b |
| We deliver, support and inspire |  | (self) Leadership | 1b |
| Supporting Colleagues/Coaching & Mentoring | 1b |
| **Intelligent, creative and informed policing** |
| We analyse critically |  | Problem Solving | 1b |
| Situational Judgement | 1b |
| We are innovative and open-minded |  | Continuous Improvement | 1b |
| Futurology | 1b |

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| **Education, Qualifications and Experience** |
| **Essential:** | **Desirable:** |
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| **Skills Matrix (See Skills Matrix)** |
| **Essential:** | **Desirable** |
| * Experience of dealing with members of the public, ideally in challenging situations and can evidence effective listening skills and self control techniques to keep emotions under control, remaining calm and not appearing to become irritable or anxious in stressful and difficult situations.
* Experience of real time receiving and inputting data demonstrating effective keyboard skills, ideally gained within a customer services/call centre environment.
* Experience of inputting and retrieving information using Windows based applications, including intranet and email, ensuring records and entries are recorded in a timely and accurate manner.
* Experience of working as part of a team and can demonstrate the ability to build effective working relationships with members of own and other teams.
* Experience of problem solving and decision making demonstrating the ability to identify the issue(s), use information effectively to consider the options and implement the solution.
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| **Leadership Passport Level** | Practitioners & Team Leaders | 1st Line Mngrs | 2nd Line Mngrs | Senior Mngrs |
| 1 | 2 | 3 | 4 |

\* Indicates that training will be provided as part of the role in this skill

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| **CPD Requirements**  |
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| **Professional Registration/Licences**  |
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| **Special Conditions** |
| Own car for business use | Yes |
| Higher level vetting required | No |
| Requirement to wear Uniform | Yes |
| Requirement for post entry training | No |
| Fixed Hours | Yes, Monday to Friday 9-5 |
| Weekend/ Bank Holiday working | No |
| Shift allowance  | No |
| Fixed term or temporary role | No |
| Politically Restricted | No |
| On call/standby rota | No |
| Flexitime Role | No |
| Notice Period | 1 week | 28 Days | 1 month | 3 months |  |

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| **Agile Profile (See Agile Matrix)** |
| Desk | Confidentiality | Systems & Email | Telephony | Paper | Hours |
| 4 | 555 | 4 | 3 | 5 | 1 1 |