**Staffordshire Police - Role Profile**

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| **(Vehicle Recovery Administrator)** |

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| **Grade/Rank:** | Grade E |
| **Directorate:** | Operational Support Group |
| **Reports to:** | Vehicle Recovery Manager |
| **Direct Reports:** | None |

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| **Role Purpose** |
| To work as part of a small team, dealing with all aspects of the recovery of seized vehicles, researching various databases and systems to enable effective decisions to be made regarding the recovery, seizure, retention, release and disposal of vehicles. Provision of advice and support to support to police officers, staff, public and other agencies. Also responsible for the administration support of the Roads Policing Unit. |

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| **Key Tasks and Responsibilities:** |
| * Act as liaison for the return of seized vehicles between the recovery operator, the officer in charge (OIC) and vehicle owner.
* Check the identity and confirm full reasons for recovery of every vehicle seized and update the vehicle recovery system, providing release details to the recovery operator, chasing up police officers, forensic exams etc where necessary.
* Provision of support and advice to internal departments and to the public.
* Communication with external agencies such as HPI Finance, insurance companies, recovery operators.
* Check and approve invoices for payments to the recovery operators.
* Provide admin support to Roads Policing Unit.

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| And to be accountable for: (ie responsibilities held by others but measured and owned by this role) |

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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(1) |
| Managing Sensitivities/Political Savvy | 1b(1) |
| We take ownership |  | Customer Service | 1b(1) |
| Maintaining Accuracy/Sustainable Working | 1b(1) |
| **Inclusive, enabling and visionary leadership** |
| We are collaborative |  | Partner Working | 1b(1) |
| Managing Complexity/Strategic Planning | 1b(1) |
| We deliver, support and inspire |  | (self) Leadership | 1b(1) |
| Supporting Colleagues/Coaching & Mentoring | 1b(1) |
| **Intelligent, creative and informed policing** |
| We analyse critically |  | Problem Solving | 1b(1) |
| Situational Judgement | 1b(1) |
| We are innovative and open-minded |  | Continuous Improvement | 1b(1) |
| Futurology | 1b(1) |

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| **Education, Qualifications and Experience** |
| **Essential:** | **Desirable:** |
| * Have experience in an administration role
* Experience of utilising computer packages, including Microsoft Office packages, with good keyboard skills
* Have experience in relation to collating and analysing information in order to identify and solve problems to make effective decisions
* Have excellent communication skills and the ability to communicate confidently with members of the public, police officers and other external agencies
* Previous experience of working to deadlines and delivering results. Able to prioritise own workload with minimal supervision
 | * Have experience of using STORM and PNC system
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| **Skills Matrix (See Skills Matrix)** |
| **Essential:** | **Desirable** |
| * Excellent communication skills, both written and verbal.
* Strong IT skills
* Good analytical skills
* Ability to plan and organise
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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**  |
| * It will be essential to do a PNC course, and also STORM training if not already trained in these
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| **Professional Registration/Licences**  |
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| **Special Conditions** |
| Own car for business use | N/A |
| Higher level vetting required | N/A |
| Requirement to wear Uniform | NO |
| Requirement for post entry training | INTERNAL TRAINING – PNC COURSE, STORM TRAINING |
| Fixed Hours | PART TIME 18.5 HRS – flexi hours, but pattern to be:Mon (6.5 hrs) Tues (6 hrs) Friday (6 hrs) |
| Weekend working expected | NO |
| Shift allowance  | N/A |
| Fixed term or temporary role | Permanent |
| Politically Restricted | N/A |
| On call/standby rota | N/A |
| Flexitime Role | YES |
| 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 |
| 2 | 5 | 1 | 2 | 5 | 3 |