Staffordshire Police - Role Profile
(Vehicle Recovery Administrator)

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

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.

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.

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

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)

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
Skills Matrix (See Skills Matrix)	
Essential:	**Desirable**
Excellent communication skills, both written and verbal.	

	Practitioners & Team Leaders	1st Line Mngrs	2nd Line Mngrs	Senior Mngrs
- Strong IT skills - Good analytical skills - Ability to plan and organise				
Leadership Passport Level	1	2	3	4

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

CPD Requirements

- It will be essential to do a PNC course, and also STORM training if not already trained in these

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	

Agile Profile (See Agile Matrix)

Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
2	5	1	2	5	3