



Role Profile

C5418 S4 Enquiry Office Advisor

Role Description

To provide first point of contact services for the public, internal customers and external agencies, ensuring a professional, responsive and comprehensive service, delivering high level customer satisfaction, as required at locations around the force area, in accordance with policy.

Main Responsibilities

- To act as first point of contact to members of the public, visitors to the site, internal staff and external agencies, face to face, over the phone and in writing, ensuring security and integrity in all aspects of service delivery, including the physical security of public access to premises and the safety of staff and public in Enquiry Office locations.
- Respond to and manage face to face service demands and enquiries from the public.
 - o Diffuse potentially volatile situations (both verbal and sometimes physical aggression) and escalate for police intervention in emergency situations
 - o Support vulnerable members of the public, including victims of crime
 - o Be sensitive to confidentiality and the need to protect individual privacy
 - o Manage conflict through to resolution
- Respond to, research and resolve enquiries from the public via force mailboxes.
- Evaluate enquiries received and determine next steps. Make assessment using your professional judgement, based on threat, harm, risk and vulnerability to determine the most appropriate response, such as raising a log for officer deployment; referral for crime investigation; convey intelligence information. Be prepared to explain rationale for actions and decisions and/or be prepared to attend court if required.
- Using knowledge of legislation and force policy, provide advice, information and/or resolve enquiries, ensuring that customer expectations are managed in a timely manner. Record all relevant information accurately onto Constabulary electronic and manual systems.
- Crime recording and analysis: create and search crime reports on relevant systems, find and link relevant crimes. Provide clear, detailed information for further action by operational colleagues.
- Identify intelligence information, record and escalate using Constabulary systems, in line with local and national guidelines.
- Receive, record and manage seized, lost and found property which may include firearms and weapons, drugs, money, personal belongings and deal accordingly.
- Receive, record and receipt cash payments for licences in line with force policy and financial regulations.
- Provide a range of administrative activities to support local policing and contribute to the overall management of operational demand. Duties may include research and identification of information relating to housing disclosures, managing force ride-along scheme and associated vetting checks, administration of the force Safe Places Scheme, maintenance and operation of station equipment including breathalyser calibration, updating community pages on the force intranet, telephone call backs/updates to the public on behalf of the Constabulary.
- Work on own initiative, supervised and unsupervised at various locations within the Constabulary area. Ensure knowledge of relevant legislation, working practices and systems remains up to date and attend training as required.

Rank\Scale

Sc4

Reports To

Enquiry Office Supervisor

Supervisory Responsibility

None

Additional Information



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Avon and Somerset Constabulary are committed to the principles of Equal Opportunities for all and welcome applications from minority groups including disabled people.

Reasonable adjustments

Following consideration, reasonable adjustments will be implemented to enable disabled staff covered by the provisions of the Equality Act to undertake the core duties and responsibilities of a post in line with the Equality and Human Rights Commission (EHRC) guidance and code of practice on employment.

Additional Responsibilities:

You may be required to perform other duties which are not necessarily specified on the role profile, but which are commensurate with the responsibilities of the role holder.

Security Vetting:

It is the policy of the Avon & Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy.

Experience and Qualifications

The post holder must:

- have good experience of using Microsoft Office products and computer skills to intermediate level. Training will be provided in other relevant police IT systems;
- hold an NVQ level 2 in Customer Service (or relevant qualifications) and/or relevant experience of working in a customer services and administrative environment;
- have excellent communication skills are required along with the skills to influence and negotiate with people face to face. This may include conflict situations and/or dealing with people who are vulnerable or distressed and this requires a reassuring and concerned approach;
- have the ability to assimilate information and determine a way forward and be prepared to explain rationale for decisions/actions;
- be able to prioritise own work and deal with changing demands, together with experience of working unsupervised;
- have experience of applying logical thought processes and judgement and apply procedures and policies when making decisions.

The post holder should ideally hold a full current driving licence or be able to travel around the force area using alternative transport.

This job requires the post holder to work across all Enquiry Offices as required, in line with business needs.

This post has been designated as requiring the following vetting levels in accordance with the 'Vetting Code of Practice' and the 'Authorised Professional Practice on Vetting' - Police Recruitment Vetting (RV)

Shortlisting

SHORTLIST

Criteria relevant to the job

ESSENTIAL



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Requirements necessary for safe and effective performance in the job

ADDITIONAL/USEFUL

Where available, elements that contribute to improved/immediate performance in the job

Qualifications

QE1

QA1

The post holder should ideally hold a full current driving licence or be able to travel around the force area using alternative transport.

Experience

EE1

have good experience of using Microsoft Office products and computer skills to intermediate level. Training will be provided in other relevant police IT systems;

EA1

EE2



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hold an NVQ level 2 in Customer Service (or relevant qualifications) and/or relevant experience of working in a customer services and administrative environment;

EA2

EE3

have excellent communication skills are required along with the skills to influence and negotiate with people face to face. This may include conflict situations and/or dealing with people who are vulnerable or distressed and this requires a reassuring and concerned approach;

EA3

EE4

have the ability to assimilate information and determine a way forward and be prepared to explain rationale for decisions/actions;

EA4

EE5

be able to prioritise own work and deal with changing demands, together with experience of working unsupervised;



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EA5

EE6

have experience of applying logical thought processes and judgement and apply procedures and policies when making decisions.

Skills

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Practitioner	Behaviours: • I take into account individual needs and requirements in all of my actions • I understand that treating everyone fairly does not mean everyone is treated the same • I always give people an equal opportunity to express their views • I communicate with everyone, making sure the most relevant message is provided to all • I value everyone's views and opinions by actively listening to understand their perspective • I make fair and objective decisions using the best available evidence • I enable everyone to have equal access to services and information, where appropriate	No
Core Values	Integrity	Practitioner	Behaviours: • I always act in line with the values of the police service and the Code of Ethics for the benefit of the public • I demonstrate courage in doing the right thing, even in challenging situations • I enhance the reputation of my organisation and the wider police service through my actions and behaviours • I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations • I am open and responsive to challenge about my actions and words • I declare any conflicts of interest at the earliest opportunity • I am respectful of the authority and influence my position gives me • I use resources effectively and efficiently and not for personal benefit	No



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Core Values	Public Service	Practitioner	Behaviours: • I act in the interest of the public, first and foremost • I am motivated by serving the public, ensuring that I provide the best service possible at all times • I seek to understand the needs of others to act in their best interests • I adapt to address the needs and concerns of different communities • I tailor my communication to be appropriate and respectful to my audience • I take into consideration how others want to be treated when interacting with them • I treat people respectfully regardless of the circumstances • I share credit with everyone involved in delivering services	No
Core Values	Transparency	Practitioner	Behaviours: • I ensure that my decision-making rationale is clear and considered so that it is easily understood by others • I am clear and comprehensive when communicating with others • I am open and honest about my areas for development and I strive to improve • I give an accurate representation of my actions and records • I recognise the value of feedback and act on it • I give constructive and accurate feedback • I represent the opinions of others accurately and consistently • I am consistent and truthful in my communications • I maintain confidentiality appropriately	No
Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.	No



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Inclusive, Enabling and Visionary Leadership	We are collaborative	Practitioner	I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.	No
Resolute, Compassionate and Committed	We are emotionally aware	Practitioner	I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.	No
Intelligent, Creative and Informed Policing	We are innovative and open-minded	Practitioner	I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.	No



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Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. 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. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. 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.	No
Resolute, Compassionate and Committed	We take ownership	Practitioner	I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.	No

NOS

NOS Unit	Unit Name	Unit Description