



## Role Profile

### V006 Taxi Compliance Volunteer

#### Role Description

PLEASE NOTE: THIS IS A VOLUNTEER ROLE AND IS UNPAID

The purpose of this role is to provide administration support to the Taxi Compliance Officer and includes practical inspections by appointment

Hours are flexible over 7 days a week 24 hours a day

#### Main Responsibilities

The main responsibilities of the volunteering role will be to:

- Provide administrative support to the warranted Taxi Compliance Officer e.g. booking appointments, correspondence and filing
- To assist with vehicle and/or driver inspections at local authority controlled premises
- Carry out booking enquiries with Private Hire Operators by e-mail and telephone
- Maintain accurate records

#### Rank\Scale

Volunteer Role

#### Reports To

Taxi Compliance Officer

#### Supervisory Responsibility

None

#### Additional Information

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 requested to perform other duties which are not necessarily specified on the role profile.

##### 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



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#### Essential

Experience of using software packages such as MS Office Excel and Outlook

Effective communication skills

Accuracy with attention to detail

#### Required Training

MLE online New Volunteer Programme, general introduction to performing a volunteer role in a police organisation

MLE/NCALT training package, Government Information Security (GIS)

This post has been designated as requiring the following vetting level in accordance with the 'Vetting Code of Practice' and the 'Authorised Professional Practice on Vetting' - Non Police Personnel Vetting (NPPV2)

#### Skills

| Skill Category | Skill Name   | Skill Level  | Skill Description  | For PDR |
|----------------|--------------|--------------|--|---------|
| Core Values    | Impartiality | Practitioner | <p>Behaviours:</p> <ul style="list-style-type: none"><li>• I take into account individual needs and requirements in all of my actions</li><li>• I understand that treating everyone fairly does not mean everyone is treated the same</li><li>• I always give people an equal opportunity to express their views</li><li>• I communicate with everyone, making sure the most relevant message is provided to all</li><li>• I value everyone's views and opinions by actively listening to understand their perspective</li><li>• I make fair and objective decisions using the best available evidence</li><li>• I enable everyone to have equal access to services and information, where appropriate</li></ul> | No      |
|                |              |              |  |         |



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|-------------|----------------|--------------|--|----|
| Core Values | Integrity      | Practitioner | Behaviours: <ul style="list-style-type: none"> <li>• I always act in line with the values of the police service and the Code of Ethics for the benefit of the public</li> <li>• I demonstrate courage in doing the right thing, even in challenging situations</li> <li>• I enhance the reputation of my organisation and the wider police service through my actions and behaviours</li> <li>• I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations</li> <li>• I am open and responsive to challenge about my actions and words</li> <li>• I declare any conflicts of interest at the earliest opportunity</li> <li>• I am respectful of the authority and influence my position gives me</li> <li>• I use resources effectively and efficiently and not for personal benefit</li> </ul> | No |
| Core Values | Public Service | Practitioner | Behaviours: <ul style="list-style-type: none"> <li>• I act in the interest of the public, first and foremost</li> <li>• I am motivated by serving the public, ensuring that I provide the best service possible at all times</li> <li>• I seek to understand the needs of others to act in their best interests</li> <li>• I adapt to address the needs and concerns of different communities</li> <li>• I tailor my communication to be appropriate and respectful to my audience</li> <li>• I take into consideration how others want to be treated when interacting with them</li> <li>• I treat people respectfully regardless of the circumstances</li> <li>• I share credit with everyone involved in delivering services</li> </ul>   | No |
| Core Values | Transparency   | Practitioner | Behaviours: <ul style="list-style-type: none"> <li>• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others</li> <li>• I am clear and comprehensive when communicating with others</li> <li>• I am open and honest about my areas for development and I strive to improve</li> <li>• I give an accurate representation of my actions and records</li> <li>• I recognise the value of feedback and act on it</li> <li>• I give constructive and accurate feedback</li> <li>• I represent the opinions of others accurately and consistently</li> <li>• I am consistent and truthful in my communications</li> <li>• I maintain confidentiality appropriately</li> </ul>   | No |

## NOS

|          |           |                  |
|----------|-----------|------------------|
| NOS Unit | Unit Name | Unit Description |
|----------|-----------|------------------|