

## **NORTHAMPTONSHIRE POLICE**

### **JOB DESCRIPTION**

|                                 |                                |
|---------------------------------|--------------------------------|
| <b>JOB TITLE:</b>               | <b>Enquiry Desk Officer</b>    |
| <b>SCALE:</b>                   | <b>4</b>                       |
| <b>SUPERVISION AND CONTROL:</b> | <b>Enquiry Desk Supervisor</b> |
| <b>RESPONSIBLE FOR:</b>         | <b>No Subordinates</b>         |
| <b>PLACE OF WORK:</b>           | <b>Countywide</b>              |
| <b>HOURS OF WORK:</b>           | <b>As per shift pattern</b>    |

#### **PURPOSE OF ROLE:**

To act as the first point of contact to the public and other service users at designated Force Front Offices, providing the public with advice and guidance, ensuring reported incidents are risk assessed and graded appropriately. You will aim to satisfactorily resolve all enquiries at the earliest opportunity wherever possible. Working in conjunction with the wider Force Control Room, you will provide a consistent high quality service in line with the Forces current vision and strategic priorities.

#### **KEY TASKS:**

1. To be the initial point of contact at your designated Front Office location dealing with enquiries as they are presented to you
2. To risk assess and prioritise all reported incidents in line with the threat and risk presented
3. To appropriately operate a range of Force systems where required in order to record and retrieve information and intelligence
4. To resolve incidents where possible through providing suitable advice based on Force policies and legal procedures or signposting the public to the most relevant partner agency
5. To be responsible for initial management of lost/found property, surrender of prohibited items, vehicle releases, taking fingerprints and bail matters at your designated Front Office
6. To be vigilant with regards to security, reporting any suspicious activity immediately to the Force Control Room

7. To look for opportunities to support the wider Force where appropriate
8. To take on any other reasonable tasks as directed by the Enquiry Desk Supervisor

**NOTE:**

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working any major tasks may be reviewed from time to time to reflect the changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will also be required to carry out such other duties, as may be within the general scope of the post.

**CONDITIONS OF SERVICE:**

The appointment may be full or part time and will be subject to the conditions of service of the Police Staff Council.

The annual leave entitlement (pro rata) is 25 days with an additional 5 days after 3 years continuous service.

## **PERSON SPECIFICATION**

### **Essential Criteria**

Proven experience of managing multiple tasks requiring attention to detail and excellent interpersonal skills

Demonstrate an ability to interpret information and conduct an accurate risk assessment based on that information

Excellent communication skills (written, oral and listening) with an ability to inform and liaise with others clearly and confidently as well as the ability to establish quickly both the needs of the customer and the nature of the policing response required

Demonstrate resilience when dealing with extremely stressful incidents, and customers who are often highly emotional

Comprehensive, fast and accurate keyboard skills with the ability to listen, interpret information, speak with customers and type simultaneously and computer literacy with a proven ability to create and update records accurately and speedily by direct input

Demonstrable problem solving and decision making skills; able to analyse information, evaluate and assess risk applying appropriate solutions

Ability to remain calm and focused and maintain performance under pressure

Ability to work effectively on your own or within a team, supporting colleagues in the delivery of their objectives and goals as well as contributing to team and organisational goals

Demonstrates the ability to respond to change in the working environment by showing willingness to adapt and be flexible without detriment to service or performance

Demonstrate a high level of motivation and flexible attitude; adapting well to change and new working practices, evidenced by a high level of productivity/ achievement with minimal supervision

Ability to travel to all Police Stations across the Force and required by the role to cover sickness, holiday or other circumstances as necessary

Demonstrate an understanding of the diversity issues appropriate to the role

