

THAMES VALLEY POLICE

CIVILIAN JOB DESCRIPTION

Job Title: Trainee Police Enquiry Centre Officer

Area: Headquarters

Department: Police Enquiry Centre

Location: Kidlington/Windsor

Reports to: Team Leader, Police Enquiry Centre

Grade: SSP II

Purpose:

To provide a service for the public and service for police in the Thames Valley by eliciting and evaluating information from callers, providing information or advice to callers as appropriate and deciding on appropriate courses of action as required.

Duties:

1. Deal effectively with all calls to the Police Enquiry Centre by eliciting and recording the required information, using Command and Control and other systems, providing advice as appropriate and resolving issues by telephone where possible.
2. Evaluate the urgency of the incident, make decisions in line with the graded response guidelines and other policies and route them to the control rooms or area support functions as appropriate.
3. Respond appropriately to initial crime reports and updates, by eliciting appropriate information to ensure the correct classification and quality of crime records in accordance with Home Office counting rules and other relevant policies.
4. Deal effectively with missing persons, lost/found property enquiries and warrants and bail conditions enquiries, eliciting information and recording, searching and updating information databases as appropriate. Provide advice to the caller, taking into account data protection issues, including an indication of whether further action will be taken by the Force.
5. Respond appropriately to reports of road traffic accidents, road defects and abandoned vehicles, and responses to press releases and ringmaster. This involves initiating and updating the computerised database records and evaluating the need for further action and liaising with control rooms and the relevant area support function as appropriate.
6. Provide operational police support by taking messages for officers, or transferring callers to officers' voicemail as appropriate.
7. Take reports about malicious or nuisance telephone calls, emails or text messages from members of the public and provide appropriate advice. Record the reports using the relevant database and report the calls to the relevant service provider or police area support functions as appropriate.
8. Deal with basic enquiries from members of the public regarding firearm and shotgun certificates, such as costs, providing advice regarding application for such certificates and current firearms policy, referring them to the Firearms Department for specific or complex enquiries.

**TRAINEE POLICE ENQUIRY CENTRE OFFICER
WINDSOR & KIDLINGTON POLICE ENQUIRY CENTRE**

PERSON SPECIFICATIONS

ESSENTIAL	DESIRABLE
Good communication skills both verbal and in writing	Recent experience of working in a computerised environment
Ability to problem solve	1 year experience in a customer facing environment
Good keyboard skills (minimum of 20 words per minute)	Previous experience of working within a Police Environment
Experience of using a computer	Previous experience of shift working
Good general education to at least GCSE standard or equivalent (min of 4, inc. Maths and English)	Knowledge of computerised Police Systems
Motivation for the role	Ability to speak a second language fluently
Ability to work on own initiative and as part of a team	Recent experience of working in a call centre environment

KIDLINGTON PEC SHIFT PATTERN

	MON	TUES	WED	THURS	FRI	SAT	SUN
1	1300-2200	1300-2200	1300-2200	1300-2200	rd	rd	rd
2	2200-0700	2200-0700	2200-0700	rd	rd	0800-1600	0700-1600
3	0700-1600	0700-1600	rd	rd	1600-0200	1600-0200	1600-2300
4	rd	rd	0700-1400	2200-0700	2200-0700	2200-0700	2200-0700
5	rd	rd	1200-2100	1200-2100	1200-2100	rd	rd
6	0700-1600	0900-1700	0900-1700	0900-1700	0900-1700	rd	rd
7	1300-2200	1300-2200	1300-2200	1300-2200	rd	rd	rd
8	2200-0700	2200-0700	2200-0700	rd	rd	0700-1600	0700-1600
9	0700-1600	1200-2100	rd	rd	1600-0200	1600-0200	1600-2300
10	rd	rd	crs/trg	2200-0700	2200-0700	2200-0700	2200-0700
11	rd	rd	0700-1600	0700-1600	0700-1600	rd	rd
12	0700-1700	0700-1400	0700-1400	0700-1400	0700-1400	rd	rd

WINDSOR PEC SHIFT PATTERN

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1	rd	rd	0700-1400	0700-1400	0700-1400	1400-0000	1400-0000
2	1400-0000	1400-2200	rd	rd	rd	0700-1400	0700-1400
3	0700-1400	0700-1400	2200-0600	2200-0600	2200-0600	rd	rd
4	rd	1600-0000	1600-0000	1600-0000	1600-0100	1600-0100	rd
5	rd	rd	0700-1400	0700-1400	0700-1400	2200-0700	2200-0700
6	2200-0700	2200-0600	rd	rd	rd	0730-1400	0700-1400
7	0700-1400	0700-1400	1400-2200	1400-2200	1400-2200	rd	rd
8	rd	1500-0000	1500-0000	1500-0000	1500-0000	1500-0000	1500-0000
9	rd	rd	0700-1400	crs/trg	0700-1400	1400-0000	1400-0000
10	1400-0000	1400-2200	rd	rd	rd	0700-1400	0700-1400
11	0700-1400	0700-1400	2200-0600	2200-0600	2200-0600	rd	rd
12	rd	1600-0000	1600-0000	1600-0000	1600-0100	1600-0100	rd
13	rd	rd	0700-1400	0700-1400	0700-1400	2200-0700	2200-0700
14	2200-0700	2200-0600	rd	rd	rd	0700-1400	0700-1400
15	0700-1400	0700-1400	1400-2200	1400-2200	1400-2200	rd	rd
16	rd	1500-0000	1500-0000	1500-0000	1500-0000	1500-0000	1500-0000
17	rd	rd	0700-1400	0700-1400	0700-1400	1400-0000	1400-0000
18	1400-0000	1400-2200	rd	rd	rd	0700-1400	0700-1400
19	0700-1400	0700-1400	2200-0600	2200-0600	2200-0600	rd	rd
20	rd	1600-0000	1600-0000	1600-0000	1600-0100	1600-0100	rd
21	rd	rd	0700-1400	crs/trg	0700-1400	2200-0700	2200-0700
22	2200-0700	2200-0600	rd	rd	rd	0700-1400	0700-1400
23	0700-1400	0700-1400	1400-2200	1400-2200	1400-2200	rd	rd
24	rd	1500-0000	1500-0000	1500-0000	1500-0000	1500-0000	1500-0000

**BOTH KIDLINGTON AND WINDSOR PEC
FULL TIME PATTERNS ATTRACT THE
FOLLOWING**

BASIC FULL TIME SALARY PER ANNUM	£16,521
ROTATING SHIFT ALLOWANCE	20 %
WEEKEND WORKING ALLOWANCE	10 %

**FULL TIME SALARY PER ANNUM INCLUDING
ALLOWANCES CIRCA £21,477**

**The above salary details are applicable for full time positions
only, working the shift pattern that is enclosed.**

Additional Information – recruitment process for CR&ED

Please find below a guideline of our recruitment process. We have tried to give rough timescales of how long each of the stages should take. However, please be advised that the timescales indicated could differ to those indicated below.

When we receive your application, we will go through the following

Shortlisting – We will shortlist your application as soon as possible when we receive it and will endeavour to do it within the two weeks after receipt. You will be notified by letter if you have been shortlisted out however if you are shortlisted you will be invited to a psychometric computerised test at REED agency and at interview (short typing test just before the interview).

Psychometric testing at REED agency – If you have been shortlisted your contact details will be sent to REED who will invite you to come for a computerised psychometric test. The test will take place prior to the date of your interview.

Interview – The interview will be structured to enable us to be fair and objective and assess the candidates on the required competencies for the role they have applied for. The interview will take about one hour. There will be 2 people on the panel – usually someone from Personnel and a Sergeant or supervisor. You will also be asked to complete a 10 minute copy typing test before the interview, and again, the results from this will be put together with your test and interview results to make a final decision.

The panel will normally make a decision within a week. The unsuccessful candidates will be notified in writing. The successful will be contacted by phone and will be made a provisional offer.

The provisional offer will be subject to satisfactory medical clearance (Hearing and Eyesight test), security checks and 3 years worth of satisfactory work references (including satisfactory attendance). The candidates are advised at that stage NOT to resign from their current job. We would then do our best to be able to confirm the successful candidates one month prior to the start date.

Please be advised that due to the number of checks the Vetting Unit undertakes to give security clearance this process is quite lengthy and can take between 1 to 3 months.

Training Programme for Thames Valley Police Control Room & Police Enquiry Centre Operators

We are delighted to be recognised as an 'Investor in People' and are highly committed to the training and development of our staff.

As a new trainee Control Room or Police Enquiry Centre Operator, you will be provided with extensive training to equip you with the skills you need to perform the role.

We offer a modular training scheme which involves both classroom training and 'on the job' training where you will receive the support of an experienced one to one tutor.

Induction Week

Your first week with Thames Valley Police will be with a trainer in the classroom with your other new colleagues. During this week you will learn about the type of work the police do, the structure and aims of the force, how to question callers to the police, some basic criminal and traffic law and how the police deal with other incidents such as sudden deaths and missing persons.

After this you will spend a few days in the working environment listening in to calls, to consolidate what you have learned in your first week.

I.T. Training

You will then begin a 3 week course to teach you how to operate the computer systems used by Thames Valley Police. During this course you will have the opportunity to practise your new skills as an operator in the safe environment of the training room – ready for when you begin to take real calls from the public.

Your Personal One to One Tutor

After this course you will possess the skills to begin to work as a trainee Control Room or Police Enquiry Centre Operator in the live environment with the support of a personal one to one tutor. You and your tutor will spend approximately three weeks dealing with calls together. During this time your development will be carefully monitored and recorded to ensure that you receive any help you need.

"Meet the Departments" Course

At around three month's service, you will attend a course designed to familiarise you with the specialist departments within Thames Valley Police. You will have the opportunity to speak to experts from departments such as our Firearms Department, Dog Section, Major Incidents Department, Child Protection & Sexual Crimes Unit, Counter Terrorist Wing, Air Support (The Police Helicopter) & our Specialist Search & Recovery Team. You will learn about how these and other departments work and how you as an operator play a vital part in ensuring they are able to do their work.

Attachments with Operational Police Officers

Between three to six months, you will have the opportunity to spend the day with a patrol officer on patrol. Police Enquiry Centre Operators will spend the day with our Forensic Department & visit their colleagues in the Control Room. Control Room Operators will spend the day on patrol with a Traffic Officer & visit their colleagues in the Police Enquiry Centre.

Longer Term Training

At around the six month stage, you will begin your next phase of training.

Control Room Operators will learn how deploy police officers to incidents using the Police Radio system.

Police Enquiry Centre Operators will receive further extensive law training which will enable you to record crimes reported to the police by members of the public and update crime reports being investigated by police officers.

After the first year, Police Enquiry Centre Operators will have the opportunity to complete the OCR Diploma in Police Service Communication & Initial Investigation. Control Room Operators will be able to complete the OCR Diploma in Police Service Communication & Control. This qualification is undertaken at work and is an NVQ style qualification.



INVESTORS IN PEOPLE

PREFERENCE FORM - TO BE RETURNED WITH THE APPLICATION FORM

There are 2 Police Enquiry Centres in Thames Valley Police. Please indicate by ticking the appropriate box which position you are applying for. **Please attach the preference form with your application form.**

Trainee Police Enquiry Centre Officers will deal with 999 calls, queries and non emergency phone calls from the members of the public. They will record all crimes as reported by members of the public and also record crime information as given by Police Officers who have attended an incident.

- **Kidlington Police Enquiry Centre – Trainee Police Enquiry Centre Officer**

Kidlington PEC is open 24 hours a day, 7 days a week.

- **Windsor Police Enquiry Centre – Trainee Police Enquiry Centre Officer**

Windsor PEC is open 24 hours a day, 7 days a week.

KIDLINGTON PEC

WINDSOR PEC

Please also indicate whether you would be interested in working full time or key time/part time.

FULL TIME

PART TIME

If you wish to work part time, please indicate below clearly how many hours per week you would be prepared to work and specify if you can work nights, late evenings, and weekends.

Please be advised that this is a preference exercise only. Although we are able to offer Part Time hours, they will need to meet the business needs and will need to be agreed before an offer is confirmed. There will be a requirement to work evenings and 50% of weekends.

COURSE DATES

KIDLINGTON PEC

- 06 August 2007
- 03 September 2007
- 24 September 2007
- 15 October 2007
- 05 November 2007
- 19 November 2007

WINDSOR PEC

- 20 August 2007
- 29 October 2007
- 21 January 2008

Abingdon Control Room

No Vacancies

Milton Keynes Control Room

No Vacancies