

## ROLE PROFILE

<b>Post Title:</b>	Front Counters Assistant	
<b>Grade:</b>	LC4-5 (Progression arrangements apply)	<b>JE: 1967</b>
<b>Location:</b>	Cluster Based Front Counters	
<b>Responsible to:</b>	Front Counters - Team Leader	

### Job Purpose:

To provide a professional, multifunctional face to face customer service to both the public and Constabulary colleagues.

To safeguard the public and victims, record incidents and crimes using the National Decision Model (NDM) and provide appropriate advice.

### Key Responsibilities:

**This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.**

- To provide a first point of contact for victims of crime attending the Police Station, with a commitment to safeguarding and protecting the public
- Take reports of emergency and non-emergency incidents reported at the Front Counter.
- Record reported crimes in line with the National Crime Recording Standards (NCRS) and Lancashire Constabulary Policies using the Connect Quick Crime system
- Create, grade and manage to appropriate resolution, incident logs in line with National Standards for Incident Recording (NSIR) and Force Policies, alerting supervision of any serious incidents where necessary
- To record and grade (using 3x5x2 process) intelligence on the Connect System
- Examine, record and validate details of driving documents, PG10 and Section 165 notices, conducting all relevant enquiries including PNC checks and contacting external agencies to enable Front Counter Assistants to release vehicles back to the owner.
- To safely handle, store and manage firearms, knives, ammunition, weapons and drugs that are handed in. To book these into Evidence Related Property correctly

and to dispose of as required

- To handle Evidence Related Property, both by booking exhibits onto the system and to return items to owners
- Gather and collate information from people subject to the Sex Offenders Register and Terrorism Notifications ensuring details are recorded correctly. To update computer systems linked with this information and to ensure that relevant departments and PNC are updated accordingly.
- Record details of people subject to Court bail and Police bail, liaising with Courts and other Forces where appropriate
- Record details of Football Banning Orders and secure the passports on surrender
- To handle and process any monies/valuables received accordingly via the correct documentation and banking procedures
- To produce accurate written statements that may be used in Court
- Gather and collate pertinent information from those wishing to complete a Claire's Law or Sarah's Law request.
- Record details of lost or stolen documents from Foreign Nationals and liaise directly with the Home Office as required.
- Obtain accurate information in order to process applications for Pedlar's Certificates, liaising with regular supervision, Local Authorities and obtaining payment
- Direct enquiries regarding lost or found property as appropriate
- Comply with security arrangements for the Police Station, checking clearance and suitability of visitors entering and leaving the building, ensuring ID passes are provided when required
- Diarise and take messages for colleagues, diarise surgery appointments and manage Voluntary Attendance tasks
- Ensure equipment is used and maintained effectively and highlight any faults as appropriate
- Participate in the development of the role of Front Counter Assistant, to enhance and improve the working practices of the Front Counter environment by active involvement with any consultation or user group meetings
- Deploy resources to incidents as appropriate using radio dispatch and oversee the response to incidents ensuring compliance with Public Assistance and Service Standards
- To be aware of the Data Protection Act 1998, Computer Misuse Act 1991 and the disclosure rules regarding incident logs and other records and their use in Court and implications in your role
- To demonstrate a strong commitment in delivering a high standard of service with an emphasis on quality at all times
- To promote and comply with Lancashire Constabulary's policies on equal

opportunities and health and safety both in delivery of service and the treatment of others

- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post

### Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

#### **Resolute, compassionate and committed**

<b>Behaviour</b>	<b>Level</b>	<b>To be Identified by</b>
We are emotionally aware	Level 1	Interview
We take ownership	Level 1	Interview

#### **Inclusive, enabling and visionary leadership**

We are collaborative	Level 1	Interview
We deliver, support and inspire	Level 1	Interview

#### **Intelligent, creative and informed policing**

We analyse critically	Level 1	Interview
We are innovative and open minded	Level 1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

### Values :

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.

<b>Integrity</b>	<b>Impartiality</b>
<b>Public Service</b>	<b>Transparency</b>

### Qualifications

<b>Essential</b>	<b>Desirable</b>	<b>To be identified by</b>
	Customer Service Qualification or proof of attending an in-house training course in customer service	Application Form
	Intermediate typing/word processing qualification i.e. RSA II, ULCI III, IBT2, ECDL &/or ability to type at 35 wpm	Application Form
<b>Knowledge/Experience:</b>		
Experience of providing customer advice in a busy environment on a wide variety of issues	Experience of handling volume enquiries by telephone	Application Form / Interview
Experience of demonstrating excellent listening, questioning and interpersonal skills, along with good oral communication	To have an understanding of the principles of Policing Legislation	Application Form / Interview
The ability to prioritise workload and manage deadlines, working on own initiative, with minimal supervision in sometimes high-pressured situations		Application Form / Interview
Experience of dealing with people in difficult, sometimes confrontational circumstances		Application Form / Interview
Experience of recording, interrogating, inputting and maintaining computerised and manual filing/recording systems	Experience of using Microsoft Software Applications, i.e. MS Office – Word, Excel, PowerPoint & Access	Application Form / Interview
Experience of investigating problems and taking appropriate timely action to resolve them		Application Form / Interview
Experience of producing accurate written information and demonstrate a high level of attention to detail		Application Form / Interview
Experience of maintaining strict confidentiality, using tact and diplomacy where applicable		Application Form / Interview
<b>Other</b>		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance		Attendance to be checked post interview by Recruitment for internal

Policy.		staff, via references for external applicants
Demonstrates a flexible approach to working practices, hours and work location	First Aid Trained	Interview
The ability to travel, when required, to work at other locations within the "cluster" for any unplanned abstractions		Interview

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

**Date last updated: December 2021**

**LANCASHIRE CONSTABULARY**  
**PROGRESSION ARRANGEMENTS**  
**Front Counters Assistant LC 4 - 5**

The following arrangements are subject to the needs of the post and not the post holder.

These progression arrangements do not prevent management seeking authority to appoint at any spinal point in the grade range subject to the individual meeting the progression arrangements.

A post holder must complete the Application for Progression Form and provide evidence that they have achieved the necessary competence under each of the criteria outlined in the progression arrangements below.

**LC 4 - On appointment**

**LC 5 - Post holders can apply to progress to LC5 when they:**

- Have proven satisfactory and assessable performance in the post at LC4 level
- Have successfully completed their probationary period
- Can demonstrate and evidence consistent competence, including:
  - o Working independently to deal with complex enquiries
  - o Possessing a full understanding of policy and procedures including in relation to the application of Sarah's Law, National Decision Model, Section 165's, and Claire's Law
  - o The ability to take responsibility for assessing and gathering information to consider risk and take appropriate action
  - o The ability to evidence a full understanding and use of all IT systems in use within the role.
  - o Utilising knowledge of issues affecting the local community to inform effective decision making

**Performance will be assessed by First Line Managers and evidenced through the PDR process.**

**It is the post-holder's responsibility to apply for progression arrangements. Line Managers can provide documentation to assist individuals in demonstrating competence in support of progression.**