

LANCASHIRE CONSTABULARY

JOB DESCRIPTION



Lancashire
Constabulary
police and communities together

Post Title: Public Enquiry Assistant

Location: Cluster based Public Enquiry Desks / County-wide enquiry desks (Float PEA)

Responsible to: Public Enquiry Assistant Team Leader

Job Purpose: To act as an initial point of contact with members of the public visiting Police Stations within the Constabulary and deal with a wide variety of general enquiries.

To maintain and undertake administrative procedures associated with the Public Enquiry Office.

Grade: LC 4

KEY RESULT AREAS

- Give face to face and telephone advice to members of the public as part of a front desk service, including covering reception for custody where applicable.
- Examine and record details of driving documents and conduct all relevant enquiries relating to motorists.
- Receive and record details of lost and found property, making necessary investigations to reunite owners with property, and arrange for appropriate storage or transfer.
- Deal appropriately with any money.
- Record details of people subject to bail conditions, Pedlar certification, Football Banning Orders, Sex Offender Registration, Foreign National Registration, Immigration Service requirements etc and maintain associated records.
- Create and amend incident logs in line with National Standard for Incident Recording (NSIR) and Force Policies.
- Diarise and take messages for colleagues, diarise Quest/surgery appointments and manage Voluntary Attendance tasks.
- To work at designated clusters and may be required to work at other clusters for any unplanned absences. (For Float PEA's only – may be required to work at public enquiry front counters throughout the County.)

- Have an awareness of the Data Protection Act 1998, Computer Misuse Act 1991 and the disclosure rules regarding incident logs and other records, and their use as evidence in court and their implications in your role.
- Demonstrate a strong commitment to delivering a high standard of service with an emphasis on Quality at all times.
- To promote and comply with Lancashire Constabulary's policies on Equality Act 2010 and health and safety both in the delivery of service and the treatment of others.
- To undertake continuous Training and Development relevant to the role.
- To be responsible for improving your performance by participating in the Continuous Professional Development process with your manager.
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post.

CANDIDATE SPECIFICATION

Essential	Desirable	To be identified by:
Qualifications		
	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
Knowledge/Experience		
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 dealing with people in difficult, sometimes confrontational circumstances		Application Form / Interview
Experience of 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
Experience of working with minimal supervision, organising and prioritising own workload		Application Form
Experience of working to deadlines and tight timescales, within a pressurised environment		Application Form
Experience of working on own initiative, investigating problems, developing solutions and taking appropriate timely action to resolve them		Application Form
Experience of producing accurate written information and demonstrate a high level of attention to detail		Application Form
Experience of maintaining strict confidentiality, using tact and diplomacy where applicable		Application Form / Interview
Knowledge of Health & Safety, Equality, Data Protection Principles and Community & Race Relations Legislation/issues		Interview
Other		
An acceptable level of sickness absence		Attendance to be checked post interview by Recruitment for internal staff, via references for external
Demonstrates a flexible approach to working practices, hours and work location		Interview
The ability to travel to public enquiry front counters within the county		Interview

Personal Qualities	
Decision Making Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.	Interview / CPD*
Leadership – Openness to Change Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems.	Interview / CPD*
Leadership – Service Delivery Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.	Interview / CPD*
Professionalism Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behavior. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.	Interview / CPD*
Public Service Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.	Interview / CPD*
Working with Others Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.	Interview / CPD*

*Continuous Professional Development (CPD) refers to the on-going internal appraisal scheme that Lancashire Constabulary employ to monitor and develop its employees.

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: September 2012

JE Ref: 50D