



Role Title	Customer Services Officer	Reporting to	Customer Services Manager
Section	District/Departmental/Directorate /Business Unit Customer Services	District/Department	Finance & Commercial Services
Tenure		Rank/Grade	SO2

Part A – JOB DESCRIPTION

Overall purpose of role	To manage and direct the provision of a customer services function across multiple Districts/Departments in liaison with and support of multiple Senior Leadership Teams in accordance with Force policies and Health and Safety legislation, in order to ensure that a consistent, efficient and effective customer service is maintained.
--------------------------------	---

Key outputs for role –	
<ol style="list-style-type: none">1. Deliver a professional customer focussed service including the implementation of initiatives which support strategic Force priorities whilst working in partnership with key stakeholders in developing, contributing to and co-ordinating the delivery of the Force objectives.2. Manage the police and police staff overtime process for pay and time off in lieu in CARM running associated reports as applicable. Scrutinise and challenge authorised claims where necessary in line with a known coding structure to ensure comprehensive management information is maintained whilst ensuring Force financial procedures are followed consistently and payment deadlines are met.3. Manage, motivate, train, develop and support the Customer Services Assistants, Receptionist and Secretaries across multiple districts and departments to deliver an effective, efficient and consistent service in support of several Senior Leadership Teams to ensure Force objectives are met.4. Review and evaluate the assets, as assigned by the Customer Services Manager, ensuring maintenance and customer support issues are reported and dealt with efficiently. This will include acting as the single point of contact for business continuity issues and managing the local project delivery of asset movements to ensure efficient and effective use of local resources.5. Ensure that local assets, business and receipts accounts are utilised, secured and authorised in accordance with Force Policy and Financial Regulations.6. Challenge requesters of goods and services where applicable ensuring a comprehensive gatekeeping facility is enforced at all times to allow for the most economic and appropriate methods to be identified prior to approving requests for goods, services, equipment and consumables via the Customer Service Assistants with the HQ Purchasing Assistants to ensure that Districts and Departmental budgets are not compromised.7. Manage and co-ordinate local health and safety administrative requirements including periodic building inspections and fire evacuations to ensure compliance with Force Policy and legislative requirements.8. Ensure that a professional customer focussed evidential cash management service is delivered across multiple Districts and Departments. This will include the receipting and banking of evidential cash and the authorisation and payment of 'Officer in the Case' approved confiscation and forfeiture orders in accordance with policy and procedures9. Scrutinise, challenge where appropriate and approve expense claims for special constables and volunteers in accordance with Force Policy and manage and maintain the gifts and hospitality spreadsheet to ensure that accurate records are maintained and retained.10. Manage the utilisation of the estate and vehicle fleet, ensuring that it is used efficiently and effectively and supports operational policing needs.	

11. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.
12. Proactively manage the performance, attendance and wellbeing of police officers and police staff against the required standards to ensure they are dealt with and supported in accordance with the correct policies and procedures

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)

- Provide customer services across multiple Districts/Departments to a range of Police Officers / Staff of: 2000 – 4500
- Overall responsibility for a team of Customer services staff (between 15 -21 depending upon location).
- Authorise: travel / accommodation requests and verify scale of issue / equipment orders in accordance with Force policy.
- Authorise Business/Imprest Account expenditure and maintain the Receipts Account.

Work/Business contacts

Internal: Staff and District/Departmental Senior Managers, Force Health & Safety Officers, Estates, Transport & Logistics, Information Technology.

External Suppliers, contractors, partners

Expertise in Role Required (At selection - Level 1)

Essential or Desirable

- | | |
|---|-----------|
| • Possess general management qualification or relevant experience | Essential |
| • Previous experience of successfully managing a team | Essential |
| • Basic knowledge of Health & Safety systems and procedures | Essential |
| • Basic working knowledge of relevant legislation including Health & Safety and Audit requirements. | Essential |
| • Possesses good IT literacy skills and has the ability to utilise Microsoft Office software such as Word, Excel and Outlook. | Essential |
| • Relevant project management experience | Essential |
| • Willingness to work in any role within the Force as appropriate to the grade | Essential |
| • Detailed knowledge of Force procedures in relation to the handling, retention and disposal of cashable evidence | Desirable |

Other (Physical, mobility, local conditions)

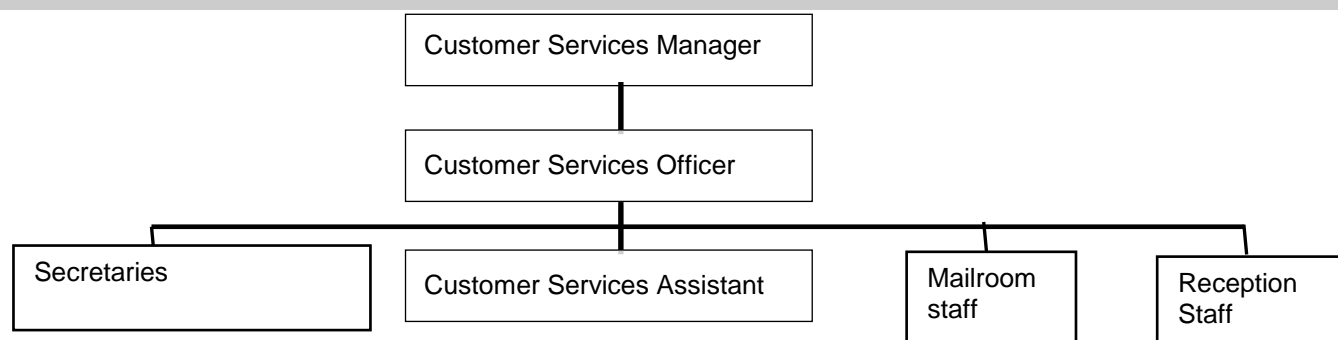
- | | |
|--|-----------|
| • Has a current full UK/European driving licence or the ability and willingness to travel and work throughout the Force area | Essential |
| • Has access to a motor vehicle and is prepared to use it for business purposes | Desirable |

Expertise in Role - After initial development - Level 2

- Clear understanding of Force objectives, relevant Force policies and District / Departmental plans.
- Thorough knowledge of and ability to effectively operate relevant Force based IT systems; including an understanding of the NICHE System
- Demonstrates the ability to plan ahead, assess priorities, manage workloads and delegate effectively.

- Detailed knowledge of Force procedures in relation to the handling, retention and disposal of cashable evidence.
- Successfully completed a Health and Safety for Managers Course
- Has successfully implemented business processes in order to deliver an effective and efficient business support service
- Has established an effective working relationship with key roles and customers within the Force.

Structure



PART B – COMPETENCIES & VALUES

Competency and Values Framework –

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 2- Supervisor/Middle Manager

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Has been actively involved in the implementation of corporate / local initiatives or projects.
- Can be relied upon to take a proactive role in all aspects of customer services.
- Used as a source of expert knowledge by colleagues with regards to customer services related systems.
- Has identified and utilised good practice to improve service delivery.

PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter Access to buildings where based
Vetting Level	Management Vetting
Date accepted as a role profile	