



ROLE PROFILE

Role Title:	Vehicle Recovery Liaison Officer
Rank/Grade:	(B) Scale 4/5 (C)Scale 5 (H) A3
Job Family:	Business Support
Reporting to:	Vehicle Recovery Unit (VRU) Manager
Main purpose of the role:	To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies. To deal with all aspects of the implementation, management and policy development relating to the Force Recovery Scheme to ensure that an effective and efficient service is provided and maintained.

Key Responsibilities

- To liaise with Staff of the three forces, their Legal advisors, members of the public, the contractor's scheme manager, garage representatives and scheme users, other outside agencies and other police forces as appropriate. To ensure full compliance and maximum effectiveness of the recovery scheme.
- To administer the scheme by authorising recovery invoices and the disposal of vehicles in line with Force Policy. To ensure that all financial matters and procedures relating to vehicle recovery are in accordance with force financial procedures and force policy.
- To identify staff that are not complying with Force Policy and escalate to the VRU manager.
- To monitor and deal with all complaints in relation to the scheme, which will come from solicitors, insurance companies, police officers and members of the public. By acknowledging letters, undertake full investigation with all parties involved. Ensure complaint is resolved in efficient and effective manner, and complainant informed of result in a timely fashion.
- To maintain and develop force policy requirements. By reviewing force policy on a regular occurrence to ensure it still complies with force requirements. This will involve circulation to relevant departments, including Legal and Heads of departments, with a view to taking any changes to the Policy Review Group.
- To attend and facilitate when necessary, meetings with recovery scheme managers, operators and council. To deal with issues, resolving complaints by communicating relevant issues to effected parties. To ensure scheme can run effectively.
- To undertake any other duties as directed by the Head of RPU or the RPU Inspector. To assist with RPU initiatives including relevant operations.

Agile Working	To be confirmed
Psychological Assessment	N/A
Return on Investment	N/A
Limited Duties	N/A

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None



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Entry Requirements

- Knowledge and understanding of Force Vehicle Recovery Policy.
- Knowledge and understanding of relevant sections of Road Traffic Act, Collisions policy and Police and Criminal Evidence Act.
- Good working knowledge of operational policy and have the ability to think creatively to develop new procedures and working practices.
- Must have experience in a computerised environment, with good I.T. skills.
- Proven competence in written communications and good ability to manage own workload, with effective time management skills.
- Good communication skills, with ability to interact effectively with individuals at all levels from diverse backgrounds.
- Hold a full Driving Licence.

Any other General Requirements/Scope

- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

Personal Qualities(Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of



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resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.