



ROLE PROFILE

Role Title:	Property Officer
Rank/Grade:	Scale 3
Job Family:	Business Support
Reporting to:	Business Support Officer Crime and Operational Support
Main purpose of the role:	Retaining and disposing of seized property for evidential purposes. To continue to achieving the vision, purpose and values of Cambridgeshire Constabulary.

Key Responsibilities

- Undertake such enquiries as are necessary to identify owners and property and communicating where appropriate with both uniformed and CID Officers to ensure that property does not remain within the systems any longer than is required by law and Force policy.
- Inputting and maintaining computer records within the Property Office during opening hours to ensure a full and comprehensive service is provided to Police Officers and the public.
- Document, label and secure all items of property into police possession to ensure that property registers, and stores are fully maintained, and the property is dealt with in accordance with Force policy and practice. Identify and recommend methods of disposal for items requiring specific or safe storage, e.g. cash, firearms, explosives and hazardous materials.
- Compile and submit as required items of outstanding unclaimed property for sale by auction in accordance with Force policy to facilitate the smooth running of the Property Store.
- Compile and prepare information as required for statistical purposes, to provide accurate data for returns.

Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
• None	• None

Psychological Assessment	Not required
Return on Investment	Not applicable

Entry Requirements

Qualifications:

- GCSE or equivalent (minimum Grade C) in English Language.

Experience:

- Minimum of one year's experience of working in an office environment undertaking basic administrative tasks and using computerised records.
- Minimum of two years' experience of working in a customer facing role (retail, reception etc.) servicing the needs of customers effectively and dealing with complaints.

Knowledge / Skills / Abilities:

- Clear, accurate and concise written and verbal communication skills.
- Able to develop effective and positive working relationships with people at all levels and from diverse backgrounds.
- Demonstrates the ability and the motivation to provide effect customer service to the public and the station in order to meet their needs.
- Able to prioritise work effectively without reference to a supervisor and in order to meet deadlines.
- Able to deal with upset, aggressive or confrontational people in a polite diplomatic and positive way.
- Able to work as an effective and positive team member, contributing to the achievement of objectives.
- Demonstrates a flexible and adaptable approach to working hours, duties and required training.
- Demonstrates good degree of computer literacy.
- A good level of physical fitness in order to fulfil the requirements of the role.

Any other General Requirements/Scope

- The post holder will be required to work from different locations across Cambridgeshire as needed.
- If using a private vehicle then business insurance needs to be organised by the individual.
- Knowledge of Health and Safety Regulations.
- Experience of handling firearms.



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ROLE PROFILE

- Vetting is required, as advised by the Vetting unit.
- 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

- Minimum two years' experience of working in a customer service environment dealing with the general public face-to-face. Experience of up-dating computerised records. Excellent organisation ability and effective communication skills.
- Before commencement of this appointment, this role may be 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.

Assessment of Performance in Role

- 6 Month review and annual appraisal.



ROLE PROFILE

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 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.