



## ROLE PROFILE

<b>Role Title:</b>	<b>Special Constabulary Development – Support Officer</b>
<b>Rank/Grade:</b>	<b>A3 (non supervisory)</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>Special Constabulary Development Assistant Manager</b>
<b>Main purpose of the role:</b>	To support the recruitment, retention and development of Hertfordshire's Special Constabulary.

<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>To be part a team of staff in delivering the recruitment process for Special Constables, including candidate attraction and engagement, recruitment interviews, arranging and attending assessment centres and information sessions, including supporting Employer Supported Policing Opportunities.</li> <li>To be part of a team responsible for the administration of all Special Constabulary function eg initial training, developmental training (PST), Athena, officer Safety training dates, attestation ceremonies, external training courses, on call rota, changes of postings, resignations, long service awards, management information and Key Performance Indicators</li> <li>To act as central point of contact for a cohort of student officers, from monitoring NCALT completion prior to induction, throughout initial training, right through to attestation ceremony, including organising and attending attestation ceremonies.</li> <li>To be central point of contact for 3/ 4 CSP Special Constabulary teams. To include attending team meetings on CSPs when required and monitor PACS completion of student Special Constables of those CSPs.</li> <li>To assist with data collection for all benchmarking requests, Freedom of Information Requests and Office of Police and Crime Commissioner's requests.</li> </ul>	

<b>Financial e.g. Limits/Mandates</b>	<b>Non-Financial e.g. Staff Responsibility</b>
<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>

<b>Agile Working</b>	To be confirmed
<b>Psychological Assessment</b>	To be confirmed
<b>Return on Investment</b>	To be confirmed

<b>Entry Requirements</b>
<ul style="list-style-type: none"> <li>A good standard of written and verbal communication for correspondence and reports and be able to speak to people face to face and over the telephone clearly and concisely</li> <li>Experience of liaising with external providers, colleagues and other customers</li> <li>Excellent interpersonal and communication skills and the ability to identify different communication needs or consultation. Techniques to facilitate effective communication across a wide range of groups and individuals and at all levels</li> <li>Proficiency in use of computers i.e. keyboard skills, Microsoft Office packages</li> <li>Experience in preparing statistical information in a suitable computer format</li> <li>Ability to demonstrate good organisational skills, able to prioritise own workload</li> <li>Commitment to and understanding of Positive Action recruitment strategy</li> <li>Ability to work on own initiative and manage time without day to day supervision and support</li> <li>Experience of dealing with the public</li> </ul>

<b>Any other General Requirements/Scope</b>
<ul style="list-style-type: none"> <li>This role requires the post holder to travel to different locations across Bedfordshire, Cambridgeshire and Hertfordshire.</li> <li>If using a private vehicle then business insurance needs to be organised by the individual.</li> <li>The post holder will be required to work shifts</li> <li>Flexibility to work evenings and weekends when necessary is required.</li> <li>The post holder will occasionally be required to work additional hours</li> <li>Vetting is required, as advised by the vetting unit.</li> <li>The post holder will be expected to undertake training as and when required.</li> </ul>



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- 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 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.