

## PERSON SPECIFICATION

	Essential knowledge, skills and experience	Desirable knowledge, skills and experience
Knowledge/ qualification	<ul style="list-style-type: none"> <li>• Accurate data entry skills, with attention to detail.</li> <li>• Typing speed minimum of 35 words per minute.</li> <li>• Proficient in the use of IT systems including Microsoft Office packages Knowledge of Health &amp; Safety, Data Protection and Equality Act Principles.</li> </ul>	<ul style="list-style-type: none"> <li>• Intermediate typing/word processing/audio qualification i.e. RSA II, ULCI III, IBT2, ECDL.</li> <li>• Customer Service Qualification or proof of attending an in-house training course in customer service.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience of working in a Customer Service role and providing customer advice in a busy environment.</li> <li>• Experience of inputting, updating and maintaining computerised and manual filing/recording systems.</li> <li>• Experience of producing accurate written information, demonstrating a high level of attention to detail.</li> <li>• Working as part of a team in a contact centre environment.</li> <li>• Working in a pressured environment, prioritising high and varied workloads.</li> <li>• Dealing with difficult conversations and challenging situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of interrogating computer systems to produce reports and management information.</li> </ul>
Skills/ Abilities	<ul style="list-style-type: none"> <li>• Ability to maintain strict confidentiality, using tact and diplomacy where applicable.</li> <li>• Proven ability to gather and collate information using appropriate questioning techniques.</li> <li>• Proven ability to communicate verbally and in writing to a wide range of people.</li> <li>• Ability to analyse, review and present information in various formats.</li> <li>• Good organisation, time management, administration and co-ordination skills.</li> <li>• Ability to be assertive and remain calm under pressure.</li> <li>• Ability to coach new colleagues.</li> <li>• Have empathy and be an active listener.</li> <li>• Have good risk assessment, problem-solving and decision-making skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Proficient in the use of the appropriate Command and Control system modules.</li> <li>• Demonstrate competence in deploying resources across several policing areas.</li> <li>• At least 12 months experience of dealing with and resolving emergency and non- emergency requests for service.</li> <li>• Have experience of dealing with a range of service requests</li> <li>• Demonstrate flexibility to work as part of a wider team.</li> <li>• Have comprehensive understanding of National Standards for Incident Recording and National Crime Recording Standards.</li> <li>• Have satisfactorily completed in-house learning modules</li> </ul>

Other	<ul style="list-style-type: none"> <li>• Ability to commute to work in unsociable hours.</li> <li>• Demonstrates a flexible approach to working practices, hours and work location</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of successfully working in a shift environment</li> </ul>
-------	---	---

**Competency and Values Framework (CVF) for Policing: Level 1 – Practitioner**

Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing’s Competency and Values Framework for Policing (2017). A candidate’s behaviours/values will be measured at interview.

Competency	Level 1 – Practitioner
<b>Emotionally aware</b>	<ul style="list-style-type: none"> <li>• I treat others with respect, tolerance and compassion.</li> <li>• I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</li> <li>• I remain calm and think about how to best manage the situation when faced with provocation.</li> <li>• I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</li> <li>• I ask for help and support when I need it.</li> <li>• I understand the value that diversity offers.</li> <li>• I communicate in clear and simple language so that I can be easily understood by others.</li> <li>• I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</li> </ul>
<b>Taking ownership</b>	<ul style="list-style-type: none"> <li>• I actively identify and respond to problems.</li> <li>• I approach tasks with enthusiasm, focusing on public service excellence.</li> <li>• I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</li> <li>• I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</li> <li>• I give feedback to others that I make sure is understandable and constructive.</li> <li>• I take responsibility for my own actions; I fulfil my promises and do what I say I will.</li> <li>• I will admit if I have made a mistake and take action to rectify this.</li> <li>• I demonstrate pride in representing the police service.</li> <li>• I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</li> </ul>
<b>Collaborative</b>	<ul style="list-style-type: none"> <li>• I work cooperatively with others to get things done, willingly giving help and support to colleagues.</li> <li>• I am approachable, and explain things well so that I generate a common understanding.</li> <li>• I take the time to get to know others and their perspective in order to build rapport.</li> <li>• I treat people with respect as individuals and address their specific needs and concerns.</li> <li>• I am open and transparent in my relationships with others.</li> <li>• I ensure I am clear and appropriate in my communications.</li> </ul>
<b>Deliver, support</b>	<ul style="list-style-type: none"> <li>• I take on challenging tasks to help to improve the service continuously and support my colleagues.</li> </ul>

<b>and inspire</b>	<ul style="list-style-type: none"> <li>• I understand how my work contributes to the wider police service.</li> <li>• 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.</li> <li>• I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</li> <li>• I support the efficient use of resources to create the most value and to deliver the right impact.</li> <li>• I keep up to date with changes in internal and external environments.</li> <li>• 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.</li> </ul>
<b>Analyse critically</b>	<ul style="list-style-type: none"> <li>• I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</li> <li>• I take in information quickly and accurately.</li> <li>• I am able to separate information and decide whether it is irrelevant or relevant and its importance.</li> <li>• I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</li> <li>• I refer to procedures and precedents as necessary before making decisions.</li> <li>• I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</li> <li>• I recognise gaps and inconsistencies in information and think about the potential implications.</li> <li>• I make decisions in alignment with our mission, values and the Code of Ethics.</li> </ul>
<b>Innovative and open-minded</b>	<ul style="list-style-type: none"> <li>• I demonstrate an open-ness to changing ideas, perceptions and ways of working.</li> <li>• I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</li> <li>• I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</li> <li>• I adapt to change and am flexible as the need arises while encouraging others to do the same.</li> <li>• I learn from my experiences and do not let myself be unduly influenced by preconceptions.</li> </ul>

<b>Values</b>	<b>All Levels</b>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• I always act in line with the values of the police service and the Code of Ethics for the benefit of the public.</li> <li>• I demonstrate courage in doing the right thing, even in challenging situations.</li> <li>• I enhance the reputation of my organisation and the wider police service through my actions and behaviours.</li> <li>• I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations.</li> <li>• I am open and responsive to challenge about my actions and words.</li> <li>• I declare any conflicts of interest at the earliest opportunity.</li> <li>• I am respectful of the authority and influence my position gives me.</li> <li>• I use resources effectively and efficiently and not for personal benefit.</li> </ul>
<b>Impartiality</b>	<ul style="list-style-type: none"> <li>• I take into account individual needs and requirements in all of my action.</li> <li>• I understand that treating everyone fairly does not mean everyone is treated the same.</li> <li>• I always give people an equal opportunity to express their views.</li> <li>• I communicate with everyone, making sure the most relevant message is provided to all.</li> </ul>

	<ul style="list-style-type: none"><li>• I value everyone’s views and opinions by actively listening to understand their perspective.</li><li>• I make fair and objective decisions using the best available evidence.</li><li>• I enable everyone to have equal access to services and information, where appropriate.</li></ul>
<b>Public Service</b>	<ul style="list-style-type: none"><li>• I act in the interest of the public, first and foremost.</li><li>• I am motivated by serving the public, ensuring that I provide the best service possible at all times.</li><li>• I seek to understand the needs of others to act in their best interests.</li><li>• I adapt to address the needs and concerns of different communities.</li><li>• I tailor my communication to be appropriate and respectful to my audience.</li><li>• I take into consideration how others want to be treated when interacting with them.</li><li>• I treat people respectfully regardless of the circumstances.</li><li>• I share credit with everyone involved in delivering services.</li></ul>
<b>Transparency</b>	<ul style="list-style-type: none"><li>• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others.</li><li>• I am clear and comprehensive when communicating with others.</li><li>• I am open and honest about my areas for development and I strive to improve.</li><li>• I give an accurate representation of my actions and records.</li><li>• I recognise the value of feedback and act on it.</li><li>• I give constructive and accurate feedback.</li><li>• I represent the opinions of others accurately and consistently.</li><li>• I am consistent and truthful in my communication.</li><li>• I maintain confidentiality appropriately.</li></ul>

Further detailed information on the CVF can be located by clicking on the following link:

<https://skillsforjustice-ppf.com/competency-values/>