PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner:

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Vehicle Recovery Unit Commercial Support Officer
Generic Role Profile:	Business Support
Salary Band:	Grade 4
Operational / Non Operational Role	Non operational
Vetting Level:	Recruitment Vetting
Reporting to:	Vehicle Recovery Unit Commercial Services Supervisor
Specific Role Purpose:	To undertake enquiries and administrative activity that facilitate the legal and operational processes surrounding vehicles seized, recovered and impounded by the Police.
Key Responsibilities:	To work as part of a performance orientated team committed to achieving the best outcomes for the business and customer. Delivery of excellent customer service to both internal and external customers and stakeholders via multiple channels. To demonstrate a working knowledge of the associated policies, procedures, systems, key performance indicators and service level agreements. To act as a point of customer contact for all vehicle recovery related enquiries. Responding to requests for information via email / telephone / letter from internal and external customers, stakeholders and other agencies. To review physical documents and interrogate all available systems to establish the true identity of a vehicle and the rightful owner. To undertake daily data entry ensuring that relevant systems hold an

	accurate record of decisions, actions and vehicle movements. To liaise with suppliers (VROs, Locksmiths, Auction houses) to obtain and share information and progress investigations. To authorise disposals whilst determining the most lucrative disposal method. To review and process financial submissions to ensure the timely payment/ recuperation of fees and charges. To respond to requests for information from supervision. To maintain the integrity of all data, undertaking reconciliation and audits as required and by ensuring any data breaches are escalated immediately. To identify any breaches in contract and/or opportunities for improvement and raise these with supervision at the earliest opportunity. To engage with suppliers and colleagues from other departments to enhance service provision and address emerging issues or risks or service improvements. Actively participate in the upskilling and knowledge transfer of colleagues, stakeholders and customers. Demonstrate a commitment to Health and Safety for self and others by adhering to guidance, policy and risk assessment and by undertaking relevant training and reporting near misses and accidents. The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post, as required.

SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience *This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.*	
Essential:	• Proven experience of working in a transactional environment. • Experience of engaging with customers on the phone or via email. • Ability to engage with stakeholders and suppliers. • Ability and experience to support project research and delivery.
Desirable:	• Previous employment experience within the Vehicle Recovery

	arena. • Understanding of income generation and invoicing. • A working knowledge of existing WMP policies and processes related to vehicle seizures and recoveries. • Experience of working in a Customer Service or 'high demand' environment.
Skills *This section should detail the competency requirement which could be developed through non formal training. e.g. effective time management, influencing and negotiating, effective communication including written and verbal.* *Refer to skills database for core operational skills*	
Essential:	• Clear and confident verbal and written communication skills. • Able to manage challenging customer conversations. • High degree of accuracy and attention to detail when recording or sharing information or data. • Able to work independently following set processes. • Resilient with an appetite to learn. • Effective time management with the ability to prioritise own workload and explain decision making. • Ability to work under pressure with competing demands. • IT literate including the use of Microsoft 365. • Ability to work under pressure with competing demands.
Desirable:	• Knowledge of Police Computer systems ie PND, Connect, Control Works. • Knowledge of Road Traffic legislation especially in relation to the seizure, recovery and disposal of vehicles.

Hours of Work and Flexibility:	08:00 to 16:00 Monday to Friday.
Agile Work Style: (if applicable)	This role will be office based.

Restriction Level:	