



## JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

### HMI CATEGORY CODE:

**DIRECTORATE:** Resources  
**AREA/DEPT:** Corporate Assets  
**FAU:**  
**SECTION:** Facilities Services  
**JOB TITLE:** **HQ RECEPTION OFFICER**  
**REPORTS TO:** Security Supervisor  
**CURRENT RANK/GRADE:** **B**  
**DATE:** June 2020

**1. JOB PURPOSE:** (Briefly state your job's overall objectives. To.....")

To receive all visitors to Headquarters building ensuring that they are received appropriately and their requests / issues are dealt with efficiently and effectively whilst maintaining the image of the Force and ensuring the security of Headquarters is not compromised.

**2. PRINCIPAL ACCOUNTABILITIES:**

(Describe the important end results you are expected to achieve).

- a) Act as initial point of contact for all persons visiting H.Q., ensuring they receive the appropriate assistance, including the services of an interpreter if necessary.
- b) Enforce security measures for H.Q. building by ensuring that security passes are issued and records maintained, also that all personnel wear the appropriate identification.
- c) Ensure that the appropriate Department is contacted when visitors arrive and proper arrangements are made for visitors whilst on the premises. Answer telephone enquiries quickly and offer appropriate advice to enquirers.
- d) Respond to all alarms in an appropriate manner, ensuring that the security of premises is maintained and the appropriate assistance is provided to anyone attending the site in response to an alarm. Fulfil the roles detailed in the Emergency Procedures and as per instruction from the Security Supervisor / management.

- e) Take reports, where appropriate, of crime from members of the public; complete crime reports and forward them to the appropriate CID for attention.
- f) Examine and record details of driving documents on Forms HORT2 when members of the public call to produce them in response to the issue of Forms HORT1 and to caution and report offenders for summons when offences are disclosed.
- g) Maintain registers, logs, forms, etc. and make a written record of unusual incidents and provide written reports on any aspect of work as required by Supervisor.
- h) Deal with lost and found property in accordance with Force Procedures.
- i) Prepare written statements of evidence for attendance at Court as a witness required to give evidence.
- j) Undertake all responsibilities relating to information management, data quality, information sharing, intelligence and information security in accordance with the ACPO Guidance on the Management of Police Information in order to achieve compliance with the Statutory Code of Practice.

### **3(a) KNOWLEDGE AND EXPERIENCE:**

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

Knowledge of the organisation, and of the law and Force policies, in relation to the duties outlined above. Most important are qualities of patience, understanding, tact, the ability to be able to listen and empathise with distressed customers. The post-holder must project a smart, professional appearance to reflect the public image of Merseyside Police.

The post-holder must have good interpersonal skills to fulfil the duties of the role and must be aware that English is not the first language for some visitors and must be able to assure these visitors that their enquiry is being handled appropriately. The post-holder must be aware of the arrangements for obtaining the services of an interpreter.

The post-holder must have qualities of patience, understanding, tact and the ability to listen and empathise with distressed customers present a smart, professional image to visitors calling for meetings, functions and recruitment assessments. They must be able to direct callers to appropriate facilities to obtain the assistance they require, deal with matters of lost and/or found property and enter it on the Force system.

The post-holder will be expected to use some Force computer programmes.

**3(b)** (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

**4. RELATIONSHIPS:**

**(a) Supervisory responsibilities:**

None

**(b) Supervision Received:**

Security Supervisor.

**(c) Other Contacts:**

**(i) Within Merseyside Police:**

Relationships maintained within all Departments of H.Q. and outside operational stations, particularly with St. Anne Street

**(ii) Outside Merseyside Police:**

Other Forces and members of the public outside Merseyside to obtain information or assist any enquiry or problem.

**5. CONTEXT:**

**(a) Operating Environment:** (Services provided, work patterns, who are the customers).

Uniformed reception service in the reception area of Police H.Q. between 0800 and 1800 hours Monday to Friday. Customers include members of the Force (Police and Police Staff) and members of the public. Visitors to Headquarters may not have appointments.

**(b) Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Laid down Force and Department Policies and Procedures dictate much of how the reception staff operate and record reports, P.A.C.E. act dictates how offenders are reported and statements of evidence compiled.

(c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A.

**6. DIMENSIONS:** (Indicate in quantitative terms, key areas on which your job has an impact).

**Financial:** Nil

**Staff:** Nil

**Other:** All visitors to Headquarters. Reception Service provided for all staff working in or visiting Headquarters.

**7. JOB CHALLENGES:** (Describe the most challenging or complex parts of your job).

As the first point of contact dealing with a variety of customers, sometimes with complaints against the Police, and occasionally in a disturbed condition.

All the above whilst dealing with other expected visitors who require immediate service.

**8. ADDITIONAL INFORMATION:**

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

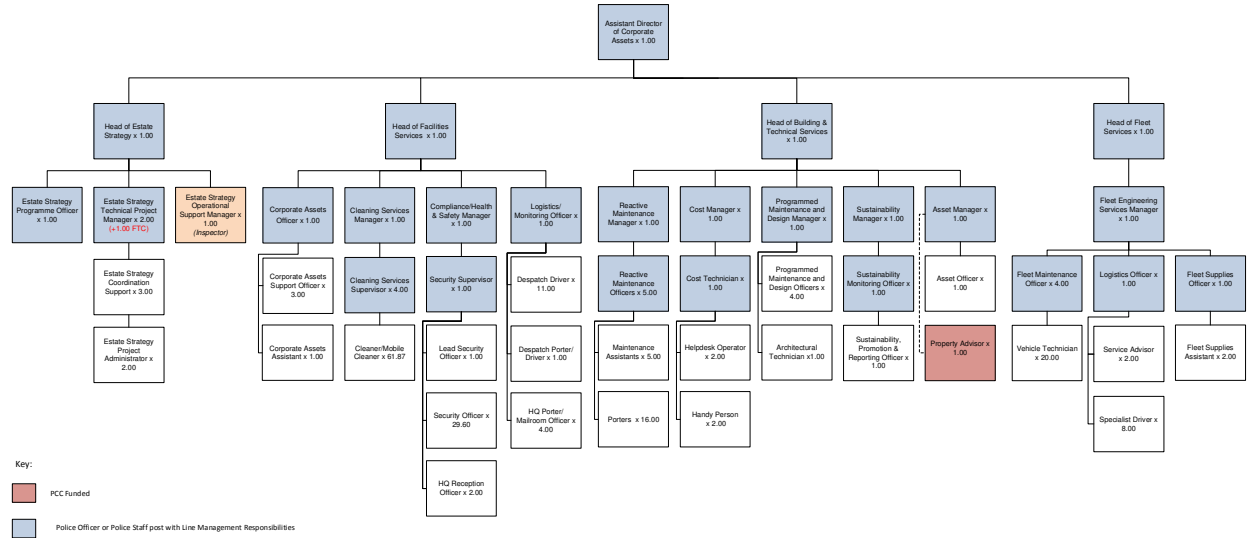
Postholders are required to work the following shifts with an unpaid lunch break:-

Week 1 – 0745 hrs – 16.00 hrs

Week 2 – 10.00hrs – 18.15 hrs

## 9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



## 10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn