



ROLE PROFILE – POLICE SUPPORT VOLUNTEER

Role Title – Public Enquiry Support Volunteer

Location – All stations requiring support across the force area

Responsible to – Duty Sergeant/Inspector

Expected tasks

- To deal with enquiries from members of the public and police officers/staff in person and on the telephone
- To receive, record and process enquiries relating to lost and found property and provide support to designated property officers.
- To monitor station security, and where applicable CCTV, ensuring that visitors to the station are correctly recorded
- To provide general administrative duties to support the station
- To ensure that the front desk/reception areas of the station are maintained and that all material and information on display is up to date and in accordance with force directives

Required attendance

- A maximum of eight hours per week

Skills required to perform the role

- Good communication skills, both written and verbal
- Good organisational skills
- Good IT skills
- Team working

Training required to perform the role

- Induction to the Force

- Training in the use of force systems and the relevant station procedures