

JOB DESCRIPTION

Post: Conditional Offer Clerk

Grade: Band B **Job Evaluation Ref:** B543

District/Department: Criminal Justice Services

Sector/Section: Safety Camera Enforcement Office / Central Ticket Office

Location: Carmelite House, Norwich

Reporting to: Assistant Team Leader

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

To process offences committed by conditional offer process / safety awareness courses or officer issued notices.

2. Main activities of the role *(This list is not exhaustive)*

- Receiving and actioning information received from camera technology systems and tickets issued by Police Officers
- Accurately inputting and processing all notices and tickets in a timely manner
- Assisting in the preparation of process files
- Answering enquiries by telephone and correspondence from the general public, police officers and other agencies
- General administration tasks to include filing, copying and dealing with incoming mail
- Viewing and verification of camera detected offences using computerised systems
- Preparing letters and reviewing correspondence deciding on the appropriate action for dealing with the content
- Liaising with the Central Ticket Office Enquiry Officers for internal and external force enquiries and personal service of documents
- Any other duties that are commensurate with the role and grade as may be requested by line management.

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies.
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

PERSON SPECIFICATION

Post: Conditional Offer Clerk

District/Department: Criminal Justice Services

Location: Carmelite House, Norwich

Essential Criteria

1. Experience of accurately inputting data to computerised systems
2. Basic keyboard skills with experience of working with Microsoft Word
3. Good verbal communication skills with experience with dealing with telephone enquiries
4. Proven experience of organising and prioritising tasks effectively to achieve deadlines
5. Demonstrate good numeracy and literacy skills
6. Proven ability to work as effective member of team

Desirable criteria

1. Previous experience within a police or legal environment