

4 July 2024

Raymond R.
fyi-request-26676-56eed215@requests.fyi.org.nz

Tēnā koe Raymond R

Request for information

Thank you for your Official Information Act 1982 (OIA) request of 9 May 2024. You requested information about Public Counter roles at Police from 2009 to date.

Police advises that the requested information for the period 2009 and 2012 is not readily available and would likely require considerable effort to collate. Accordingly, Police has provided information from 2012 to date (as at 17 June 2024) in response to each part of your request, as follows.

- Please provide the Job Description for Police Employees who work at Public Counters.*
- Additionally, I request a detailed list of the Job Descriptions, specific duties, tasks, and processes performed by those employees working at the Public Counter in the Tāmaki Region only for the following time periods:*
 - 2009-2012
 - 2012-2016
 - 2016-2019
 - 2019-2022
 - 2022-Present
- If there have been any variations or additions in duties, tasks, or/and any changes in Job Descriptions for Police Employees working at Public Counters in the Tāmaki Region, during the specified periods, please list these changes in as much detail.*
- Please provide the dates on which these changes occurred.*

In response to questions one to four, please find below table outlining Public Counter roles from 2012 to 2023. Copies of the 12 position descriptions are enclosed.

| Document # | Document Title/Description | Date of update | Pay Band |
|------------|---------------------------------------|----------------|----------|
| 01 | Watchhouse Assistant Supervisor | 2012 | C |
| 02 | Frontline Station Support Team Leader | 2021 | F |
| 03 | Frontline or Station Support Officer | 2012 | C |
| 04 | Watchhouse Assistant - no shift | 2012 | B |
| 05 | Watchhouse Assistant - Shift | 2012 | C |
| 06 | Watchhouse Officer - no shift | 2012 | D |

| Document # | Document Title/Description | Date of update | Pay Band |
|------------|---|----------------|----------|
| 07 | Watchhouse Officer - shift | 2012 | D |
| 08 | Watchhouse Assistant/Records - shift | 2020 | B |
| 09 | Watchhouse Assistant/Records - no shift | 2021 | B |
| 10 | Day Watchhouse Keeper | 2010 | G |
| 11 | Station Support Assistant | 2021 | B |
| 12 | Frontline Station Support Officer | 2023 | D |

Most of these roles have consistently focussed on service delivery, administrative support, teamwork, relationship management and customer service.

A few roles include financial management however this responsibility is generally incorporated into administrative support or general management duties. Overall, while the core functions have remained the same, there have been changes to systems and reporting lines over time.

5. *Could you specify which groups are involved in these variations or additional duties and which were not?*

In response, please refer to the attached spreadsheet titled *Public Counter Roles and Responsibilities* outlining the 12 Public Counter roles' responsibilities, requirements, reporting structure and amendments to the role.

6. *If there are any variations or additional duties that were added, what could/would be the cause for this?*

The impact on staff members affected by these variations or additional duties would vary, depending on the extent of the variations. Where there may be variations or additional duties added to a role, Police would consider the following factors:

- Organisational restructuring: changes in the organisational redistribution of duties and responsibilities
- System upgrade: implementation of new software or technology might require additional roles or adjustments in existing role
- Regulatory changes: new laws or regulations might necessitate the addition of specific duties to ensure compliance
- Operational needs: evolving business needs or strategic goals, which may result in the modification of roles to support new initiatives or priorities
- Staffing changes: this may mean reporting into a different executive, area leadership or senior sergeant
- Customer demand: shift in customer needs or expectations over time.

7. *For the staff members affected by these variations or additional tasks, what is the exact additional work that they do, and the volume of it.*

Police does not record information to the level of specificity outlined in this part of your request. For example, while there may be reports held on urgent and emergent inquiries requiring an Area Leader or Senior Sergeant approval, other tasks may not be recorded or documented. To provide the information sought would require the collation and analysis of each task performed by Public Counter staff for the purposes of your request, therefore this part of your request is refused under section 18(f) of the OIA as the information cannot be made available without substantial collation or research.

8. *If there were any variations or additions of tasks in the past, OR currently, that are/were outside their Job Description would Police Remunerate them for this?*

When a job description needs to be re-evaluated for remuneration, it is submitted to the Police's Remuneration Advisory Committee. The Committee would consider several factors, including the scope of the role, market analysis and the Police remuneration policy.

This process is transparent, objective, and focussed on the job itself, not the person. Pay bands A to J are evaluated internally, while those at Grade 20 and above are assessed by an external agency.

Please note that as part of its commitment to openness and transparency, Police proactively releases some information and documents that may be of interest to the public. An anonymised version of this response may be publicly released on the New Zealand Police website.

If you have any questions, you may contact Margarete Vesey Human Resources Advisor, Northland – email Margarete.Vesey@police.govt.nz.

You have the right to ask the Ombudsman to review this decision if you are not satisfied with the response to your request. Information about how to make a complaint is available at: www.ombudsman.parliament.nz.

Nāku noa, nā



Margarete Vesey
Human Resources Advisor
New Zealand Police

Position Description

Published

Watchhouse Assistant Supervisor - no shift: DO NOT USE past 19 November 2012

Recorded by Kaye Ryan on 14/11/2012 01:51 PM

VT

Position Description



| | |
|--|--|
| Reports to: | Operations Support Manager |
| Direct reports: | Watchhouse Assistant(s) |
| Location: | Generic Location |
| Is non shift work/shift work involved? | non shift work |
| Remuneration range: | Band C |
| Position title: | Watchhouse Assistant Supervisor - no shift: DO NOT USE past 19 November 2012 |
| Position applies to: | Police Employee |
| Police Children's Worker: | Core (a Core Children's Worker safety check required) |

Other Requirements

Not to be used after 19 November 2012

Purpose

To provide supervisory operational and administrative support at a Police Station.

Key Result Areas

1. Service Delivery

- Contributes to the operational effectiveness of the Watch-house, Public Counter and Police response to reports to incidents.
- Manages the receiving, screening and redirecting of telephone calls from members of the public.
- Ensures the provision and operation of public reception facilities.
- Monitors the quality of and directs the flow of prosecution, enquiry and administrative correspondence received at the Watch-house and Public Counter.
- Monitors the documentation of reports on the Communication Centre system and allocation of the appropriate priority code.
- Monitors the giving of advice to callers.
- Monitors the initiating of urgent Police response to incidents requiring immediate attention.
- Accurately relays instructions as directed by a senior officer in major incidents.
- Carries out of dispatcher duties in prolonged local emergency services if required.
- Monitors the receiving of surrendered firearms, ammunition and other dangerous goods and arranging storage, documentation and disposal.
- Supervises the drawing of raffles.
- Monitors the administration of call out lists.
- Collates intelligence data and enters or forwards to appropriate section.
- Assists Intelligence Officer with crime trend and data analysis

2. Administration Support

- Manages and reviews administrative portfolios including Lost and Found Property, Property Exhibits, Drug Exhibits, Firearms, Stores, Stationery and other responsibilities as required.
- Monitors cellblock requirements including:
 - Co-ordinates the supply, distribution and accounts for the meals of prisoners.
 - Ensures that correct standards of hygiene and stock levels of bedding supplies etc are maintained,
 - Ensures that prisoner property is correctly allocated.
 - Co-ordinates the escort of remand prisoners with Station and Prison Managers.
 - Co-ordinates prison visits for solicitors, courts, mental health and corrections staff, and family/friends of inmates.
- Monitors Police Computer data entry and transactions.
- Checks accounts in area of responsibility.
- Maintains and updates computer manuals.

- Arranges for the maintenance and or/repair of items such as word processing units, photocopiers and fax machines.
- Assists in the maintenance of the Station or CPC.
- Maintains security procedures.
- Archives computer records.
- Maintains the key-holder telephone listing.
- Checks and updates the overdue file-list.

3. Team Management

- Plans, co-ordinates, develops and monitors work of the team.
- Plans, develops and monitors the performance of staff in the team ensuring that they are motivated, trained and encouraged to the best of their abilities.
- Provides leadership and direction for the team and acts as a role model.
- Leads and manages own team in relation to:
 - Human resource management
 - Project management
 - Financial Management
 - Communication Management
- Ensures systems and behavioural alignment to the integrity, ethics and values of the organisation.
- Ensures the promotion of values and ethics within the team and the organisation.
- Encourages behaviour that develops a constructive culture as described by the identified ideal culture.
- Gives on the job training and career development advice.
- Monitors the efficiency of non-sworn staff response in area of responsibility.

4. General Management

- Contributes to Police objectives.
- Contributes to the effective control of criminal activity within the community by the active interchange of information with other units within the Police.
- Develops networks inside and outside the organisation to achieve the best result for the organisation as a whole.
- Contributes to the positive development and maintenance of team spirit within the section by co-operation with other staff, monitoring their safety, sharing workload and by providing on the job training.
- Acts as a source of expert information and advice in their area of skills for staff and colleagues.
- Ensures the completion and presentation of written correspondence and reports.
- Complies with OSH workplace policies and standards.
- Contributes to the identification of OSH issues within the workplace and ensuring they are dealt with appropriately.

5. Customer Service

- Ensures all service requests and complaints are met with a professional, customer-focused and timely response.
- Assesses customer needs, analyses customer satisfaction, identifies issues, and develops and implements appropriate strategies.
- Fosters an atmosphere where customer responsiveness is fostered, recognised and rewarded.
- Assesses the changing needs of the customer and implements strategies to respond to them.
- Establishes systems, standards and strategies with stakeholders for delivery of service and continually identifies opportunities for improved effectiveness.
- Establishes, monitors and reports on performance measures for the delivery of services.

Notes



For selection purposes each of the above requirements will be considered in relation to the following:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. Personal attributes and temperament relevant to the position.
3. General health which will allow for the performance of all duties and functions of the position.

Frontline Station Support Team Leader

Position Details

| | |
|---|---|
| Reports to: Customer Services Manager or assigned leader | Location: Generic |
| District/Service Centre: District Operations | Shift work/non shift work: Both |
| Group: Districts | Remuneration range: Band F |
| PHPF Level Purpose: Team Leader/Manager | Employee Type: Police Employee |
| Direct reports: Frontline Station Support Officers and other Front Counter staff as required | Delegated Financial Authority: Nil |

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision to have the trust and confidence of all.

Police provide a 24/7 service to the public so we are always available to assist. How we conduct ourselves in the face to face interactions with the public at our police station front counters is a key component to building and maintaining trust and confidence with our visiting and reporting public.

Purpose

The purpose of the Districts is to deliver Our Business.

To support the delivery of these outcomes the Frontline Station Support Team Leader will provide leadership, and when needed hands on support, to ensure that the service provided at the front counters are centred around the needs of the customer by providing accurate and timely advice and taking detailed complaints in a timely manner.

The purpose of leadership in this role is to deliver and/or enable others to deliver Our Business and to encourage the continual review of processes and decision making to enable the service provided to be more responsive to shifts in service demand.

Accountabilities

1. Look after our people

- Understand the hazards faced by the team and enable them to eliminate or minimise the associated risk.
- Ensure all team accidents, incidents and near misses are reported, investigated and endorsed in MyPolice.
- Proactively manage employee return to work programmes where required.
- Actively encourage and enable Wellness and Safety initiatives and training.

2. Service Delivery

- Ensure the front counter staff are rostered to provide coverage based on service demand
- Lead and implement agreed District and Area strategies that enhance the performance of Customer Service staff in the delivery of advice and recording of complaints
- Ensure calls or requests for urgent assistance received at the counter are entered into the CARD system and promptly referred to the Communications Centre for despatch
- Ensure all service requests and complaints are responded to in a professional customer friendly and timely way
- Identify and monitor internal and external customer needs
- Use continuous quality improvement techniques to identify and resolve issues to maintain a high quality customer service
- Analyse existing processes and procedures at the local public counter(s) and develop, consult and implement necessary improvements
- Investigate routine front counter service complaints relating to the standard of service provided
- Investigate cases as assigned relating to any breach of Police Values and Expectations demonstrated by a team member
- Ensure Station Support Officer functions not directly associated with Front Counter duties are performed in a competent and timely way
- Supports District and Area leadership teams by carrying out other functions as assigned

3. Team leadership and management

- Leads the team by
 - Educating and growing our people to deliver the best service
 - Ensuring our people understand Our Business and working with them to identify the outcomes, activities and standards we need to deliver
 - Developing the culture and capability of our people and ensuring they have the tools and technology to deliver Our Business
 - Holding our people accountable for delivering their agreed outcomes and activities
- Applies Police High Performance Framework principles and practices to lead the team

4. Relationship management

- The successful applicant can expect to build and maintain relationships across the District. Critical relationships this role may influence include:
 - District and Area leaders
 - File Management and Transcription Service Centre
 - Crime Reporting Line
 - Communications Service Centre

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.

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3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- A non-core Children's Worker security check is required.

Position Description

Published

Frontline or Station Support Officer ; DO NOT USE AFTER 19/03/2018. REVISED PD IN NEW PD DATABASE.

Recorded by: Shelley Heatherwick on 03/08/2012 12:59 PM

V2

Position Description



| | |
|--|--|
| Reports to: | Station Supervisor or Area Executive Officer |
| Direct reports: | Nil |
| Location: | Generic Location |
| Is non shift work/shift work involved? | both |
| Remuneration range: | Band C |
| Position title: | Frontline or Station Support Officer ; DO NOT USE AFTER 19/03/2018. REVISED PD IN NEW PD DATABASE. |
| Position applies to: | Police Employee |
| Police Children's Worker: | Non-core (a Non-core Children's Worker safety check required) |

Other Requirements



This role includes both shift and non shift positions.

Purpose



To provide operational and administrative support to Police which includes (but is not limited to) file management, customer service, telephony, typing, data entry, use of Police systems, and financial support.

Key Result Areas



1. Service Delivery

Contributes to the operational effectiveness of the Police through providing administrative support in response to offences/incidents (includes public counter and telephony) by:

- Assessing internal and external customer needs and taking appropriate action.
- Ensuring appropriate documentation is entered and forwarded in an accurate, complete and timely manner (one time entry), in relevant Police IT system.
- Initiating police response as required through appropriate systems (i.e. I/Net, I/Pix).
- Completing dispatch duties per Business Continuity Plan (BCP).
- Completing operational requirements as authorized by the Duty NCO.
- Receiving applications and completing administrative action in relation to those (i.e. firearm licences, etc).
- Providing support services for entry of DNA/ Biotrack samples.

Provides a comprehensive administration service that supports the efficient and effective functioning for Police (such as):

- Completing typing services (includes Winscribe and DVD transcribing).
- File management, assembly and disclosure processes (as set out in Police Instructions).
- Completing minor enquiry work, including taking of victim/ witness statements, preparation of photo montages, etc.
- Entering data into Police systems (includes for all specialist groups).
- Entering and sharing appropriate information with relevant work groups (i.e. Intel).
- Providing File/ Mail distribution.
- Providing file completion (post-prosecution) processes including file/ exhibit completion and victim notifications (when necessary).

- Providing secretarial support to Managers as applicable (including logistical support to meetings/ workshops/ presentations and other projects as required by Police Management).
- Vetting jury lists as required.

2. Financial Management

Provides a comprehensive administration service that supports:

- the collation and preparation of requests for expenditure/ approval by the Manager.
- Utilises Police procurement systems (e.g. SAP) to obtain necessary Police resources.
- Coordinates requisitioning and receipt of goods for the area or station.
- the management of the petty cash system.

3. General Management

Provides general administrative support for the Police such as:

- Arranging travel, accommodation and venue bookings as required.
- Maintaining stationery supplies as required.
- Maintaining regular operational asset checks.
- Providing administrative support to rostering as and when required.
- Provides other logistical and/or administrative support to the Police as required.
- Maintains up to date auditing procedures including regular Internal Control audits.

4. Customer Service

- Ensures that all service requests and complaints are met with a professional, customer-friendly and timely response.
- Uses discretion in an appropriate manner in dealing with problems.
- Develops an atmosphere where customer responsiveness is fostered and recognised.
- Assesses the changing needs of the customer and implements strategies to respond to them.
- Ensures the key concepts of Maori responsiveness, Community Orientated Policing, Problem Solving, Partnerships and Service First are adhered to at all times.

5. Team Work

- Supports the development and maintenance of a high performing team.
- Contributes in a positive manner to the setting and achievement of goals/standards for the Police.
- Uses interpersonal skills effectively in group and individual situations.
- Encourages and supports open and honest constructive relationships with colleagues.
- Contributes to a safe and friendly work environment by ensuring EEO policy and principle are known and adhered to at all times.

6. Relationship Management

- Develops and maintains liaison and communication networks, both formal and informal, within the organisation and with external organisations.
- Provides timely and accurate advice and shares information appropriately.

Notes



For selection purposes each of the above competencies will be considered in relation to the following:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. Personal attributes and temperament relevant to the position.
3. General health which will allow for the performance of all duties and functions of the position.

Position Description

Published

Watchhouse Assistant - no shift: DO NOT USE past 19 November 2012

Recorded by Christopher Boggs on 13/06/2012 02:00 PM

V1

Position Description

| | |
|--|---|
| Reports to: | Shift Supervisor |
| Direct reports: | None |
| Location: | Generic Location |
| Is non shift work/shift work involved? | non shift work |
| Remuneration range: | Band B |
| Position title: | Watchhouse Assistant - no shift: DO NOT USE past 19 November 2012 |
| Position applies to: | Police Employee |
| Police Children's Worker: | Core (a Core Children's Worker safety check required) |

Other Requirements

Not to be used past 19 November 2012

Purpose

To provide operational and administrative support at a Police Station.

Key Result Areas

1. Service Delivery

Contributes to the operational effectiveness of the Watch-house, Public Counter and response to incidents by:

- Answering telephone calls, assisting with enquiries, screening and re-directing telephone calls.
- Assisting callers when out stations are unattended if appropriate.
- Assessing requests from public, either by telephone or at the public counter, giving appropriate advice or advising Police staff and redirecting where appropriate.
- Documenting incidents reported either by telephone or at the public counter and referring complaints to Police staff for follow up investigation.
- Documenting reports on the Communication Centre system and allocating the appropriate priority code.
- Determining information on potential danger to attending units and alerting the Communications Centre.
- Assisting to allocate jobs received at the station using differential response policy.
- Monitoring unit action and arranging any assistance if requested.
- Initiating urgent Police response to incidents requiring immediate attention.
- Carrying out dispatcher duties in prolonged local emergency services if required.
- Contacting call-out persons as authorised by the duty Senior Sergeant.
- Completing appropriate report forms and timely submissions of correspondence to supervisor.
- Supervising drawing of raffles and checking and recording results from daily papers.
- Signing in defendants reporting while on bail.
- Assisting with maps, contacting call out persons and emergency services as authorised by the duty NCO if appropriate.
- Sending fax messages for staff and receiving and actioning incoming fax messages
- Receiving applications and completing other administrative action in relation to firearm licences and enquires.
- Recording lost property reports and receiving found property and issuing appropriate forms.
- Updating and issuing internal telephone directory.
- Preparing daily roster of staff on shift .

- Cutting items of lost property and other items of interest from daily newspapers if appropriate.
- Providing relief for Watch-house Manager/Keeper during times of annual leave, sickness etc (including meal breaks) where possible.
- Maintaining stationery supplies if required.
- Caring for missing children brought into the station.

2. Administration Support

- Carries out transactions on the Police Computer Systems, including NIA. This can include:
 - Receiving, actioning and logging all incoming and outgoing switch messages.
 - Inputting of data into the computer including docloc entries, property, vehicles of interest, warrants summonses and Peoplesoft.
 - Printing leave totals and actioning leave enquires if required.
 - Entering time sheets if required.
 - Carrying out remote batch printing if required.
- Receives and actions computer queries from Police staff.
- Vets jury lists if required.
- Issues media releases as per media book where authorised.
- Maintains and updates computer manuals.
- Assists sectional staff in using the computer.
- Orders and maintains accurate records of stores and supplies for the station.
- Arranges for maintenance and/or repair of any items eg: word processing units, photocopiers, fax machines.
- Checks all accounts for payment for maintenance and repair.
- Administers the petty cash for the station.
- Administers any money received in the station and arranges for deposit in the appropriate bank account.
- Maintains telephone and fax toll registers and checks accounts for payment.
- Updates and maintains staff cards.
- Checks and updates bail-card system where required.
- Complies with OSH workplace policies and standards
- Contributes to the identification of OSH issues within the workplace and ensuring these are brought to the attention of supervisors.

3. Customer Service

- Ensures all service requests and complaints are met with a professional, customer-focused and timely response.
- Assesses customer needs, analyses customer satisfaction, identifies issues, and develops and implements appropriate strategies.
- Fosters an atmosphere where customer responsiveness is fostered, recognised and rewarded.
- Assesses the changing needs of the customer and implements strategies to respond to them.
- Establishes systems, standards and strategies with stakeholders for delivery of service and continually identifies opportunities for improved effectiveness.
- Establishes, monitors and reports on performance measures for the delivery of services.

Notes



For selection purposes each of the above requirements will be considered in relation to the following:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and /or training.
2. Personal attributes and temperament relevant to the position.
3. General health which allows for the performance of all duties and functions of the position.

Position Description

Published

Watchhouse Assistant - shift:DO NOT USE past 19 November 2012

Recorded by Christopher Bolger on 16/06/2016 02:01 PM

V1

Position Description



| | |
|--|---|
| Reports to: | Shift Supervisor |
| Direct reports: | None |
| Location: | Generic Location |
| Is non shift work/shift work involved? | shift work |
| Remuneration range: | Band C |
| Position title: | Watchhouse Assistant - shift:DO NOT USE past 19 November 2012 |
| Position applies to: | Police Employee |
| Police Children's Worker: | Core (a Core Children's Worker safety check required) |

Other Requirements



Not to be used post 19 November 2012

Purpose



To provide operational and administrative support at a Police Station.

Key Result Areas



1. Service Delivery

- Contributes to the operational effectiveness of the Watch-house, Public Counter and response to incidents by:
 - Answering telephone calls, assisting with enquiries, screening and re-directing telephone calls.
 - Assisting callers when out stations are unattended if appropriate.
 - Assessing requests from public, either by telephone or at the public counter, giving appropriate advice or advising Police staff and redirecting where appropriate.
 - Documenting incidents reported either by telephone or at the public counter and referring complaints to Police staff for follow up investigation.
 - Documenting reports on the Communication Centre system and allocating the appropriate priority code.
 - Determining information on potential danger to attending units and alerting the Communications Centre.
 - Assisting to allocate jobs received at the station using differential response policy.
 - Monitoring unit action and arranging any assistance if requested.
 - Initiating urgent Police response to incidents requiring immediate attention.
 - Carrying out dispatcher duties in prolonged local emergency services if required.
 - Contacting call-out persons as authorised by the duty Senior Sergeant.
 - Completing appropriate report forms and timely submissions of correspondence to supervisor.
 - Supervising drawing of raffles and checking and recording results from daily papers.
 - Signing in defendants reporting while on bail.
 - Assisting with maps, contacting call out persons and emergency services as authorised by the duty NCO if appropriate.
 - Sending fax messages for staff and receiving and actioning incoming fax messages
 - Receiving applications and completing other administrative action in relation to firearm licences and enquires.
 - Recording lost property reports and receiving found property and issuing appropriate forms.
 - Updating and issuing internal telephone directory.

- Preparing daily roster of staff on shift .
- Cutting items of lost property and other items of interest from daily newspapers if appropriate.
- Providing relief for Watch-house Manager/Keeper during times of annual leave, sickness etc (including meal breaks) where possible.
- Maintaining stationery supplies if required.
- Caring for missing children brought into the station.

2. Administration Support

- Carries out transactions on the Police Computer Systems, including NIA. This can include:
- Receiving, actioning and logging all incoming and outgoing switch messages.
- Inputting of data into the computer including (but not limited to) docloc entries, property, vehicles of interest, warrants summonses and Peoplesoft.
- Printing leave totals and actioning leave enquires if required.
- Entering Peoplesoft time sheets if required.
- Carrying out remote batch printing if required.
- Receives and actions computer queries from Police staff.
- Vets jury lists if required.
- Issues media releases as per media book where authorised.
- Maintains and updates computer manuals.
- Assists sectional staff in using the computer.
- Orders and maintains accurate records of stores and supplies for the station
- Arranges for maintenance and/or repair of any items eg: word processing units, photocopiers, fax machines.
- Checks all accounts for payment for maintenance and repair.
- Administers the petty cash for the station.
- Administers any money received in the station and arranges for deposit in the appropriate bank account.
- Maintains telephone and fax toll registers and checks accounts for payment.
- Updates and maintains staff cards.
- Checks and updates bail-card system where required.
- Complies with OSH workplace policies and standards
- Contributes to the identification of OSH issues within the workplace and ensuring these are brought to the attention of supervisors.

3. Customer Service

- Ensures all service requests and complaints are met with a professional, customer-focused and timely response.
- Assesses customer needs, analyses customer satisfaction, identifies issues, and develops and implements appropriate strategies.
- Fosters an atmosphere where customer responsiveness is fostered, recognised and rewarded.
- Assesses the changing needs of the customer and implements strategies to respond to them.
- Establishes systems, standards and strategies with stakeholders for delivery of service and continually identifies opportunities for improved effectiveness.
- Establishes, monitors and reports on performance measures for the delivery of services.

Notes



NOTE:

For selection purposes each of the above requirements will be considered in relation to the following:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and /or training.
2. Personal attributes and temperament relevant to the position.
3. General health which allows for the performance of all duties and functions of the position.

Position Description

Published

Watchhouse Officer - no shift: DO NOT USE past 19 November 2012

Recorded by Christopher Budge on 12/08/2013 09:58 AM

V1

Position Description

Reports to:

Direct reports:

Location: Generic Location

Is non shift work/shift work involved? non shift work

Remuneration range: Band D

Position title: Watchhouse Officer - no shift: DO NOT USE past 19 November 2012

Position applies to: Police Employee

Police Children's Worker: Core (a Core Children's Worker safety check required)

Other Requirements

Not to be used after 19 November 2012

Purpose

To provide operational and administrative support at a Community Policing Centre or Police Station without the assistance of a sworn Watch-house Keeper. This will include situations where the applicant is in sole charge and will be responsible for station management, security and administration.

Key Result Areas

1. Service Delivery

- Contributes to the operational effectiveness of the Watch-house, Public Counter and response to incidents by:
- Answering telephone calls, assisting with enquires screening and redirecting telephone calls.
- Assessing requests from the public, either by telephone or at the public counter, giving appropriate advice or advising Police staff and redirecting where appropriate.
- Documenting incidents reported either by telephone or at the public counter and referring complaints to Police staff for follow up investigation.
- Documenting reports on the Communication Centre system and allocating the appropriate priority code.
- Determining information on potential danger to attending units and alerting the Communications Centre.
- Assisting to allocate jobs received at the station using differential response policy.
- Monitoring unit action and arranging any assistance if requested.
- Initiating urgent Police response to incidents requiring immediate attention.
- Carrying out dispatcher duties in prolonged local emergency services if required.
- Maintaining a log of operations when considered appropriate.
- Completing appropriate report forms and timely submissions of correspondence to supervisor.
- Monitoring security of Police Station by vetting visitors and directing members of the public to the appropriate officer.
- Supervising the drawing of raffles and checking and recording results from daily papers.
- Signing in defendants reporting while on bail.
- Assisting with maps, contacting call out persons and emergency services as authorised by the duty NCO if appropriate.
- Sending fax messages for staff and receiving and actioning incoming fax messages.
- Accurately relaying instructions as directed by a senior officer in major incidents.
- Receiving applications and completing other administrative action in relation to firearms licences and enquires.

- Receiving, checking, securing and maintaining records of all lost and found property handed into or reported to the station and arranging for the return, destruction or disposal of found property as authorised.
- Caring for missing children brought into the station.

2. Administrative Support

- Carries out transactions on the Police Computer Systems including the Wanganui Computer including:
 - Receiving, actioning and logging all incoming and outgoing switch messages.
 - Inputting of data into the computer including docloc entries, property, vehicles of interest, warrants summonses and PHRIS.
 - Entering informations.
 - Printing leave totals and actioning leave enquires if required.
 - Carrying out remote batch printing if required.
 - Entering AMS time sheets if required.
 - Receives and actions computer queries from Police staff.
 - Vets jury lists if appropriate.
 - Provides typing and word processing services to Police staff where required.
 - Issue media releases as per media book where authorised.
 - Maintains a secure and accurate exhibit store by assisting with identification and storage and the keeping of accurate records.
 - Orders and maintains accurate records of stores and supplies for the station.
 - Arranges for the maintenance and/or repair of any items eg: word processing units, photocopiers, fax machines.
 - Ensures the cleanliness and operational capabilities of the cell area, medical and interview rooms are maintained.
 - Administers the petty cash for the station.
 - Administers any money received in the station and arranges for deposit in the appropriate bank account.
 - Maintains telephone and fax toll registers and checks accounts for payment.
 - Assists in the maintenance of the Station or CPC.
 - Checks all accounts for payment for maintenance and repair.
 - Updates and maintains staff cards.
 - Organises the collection and return of staff drycleaning and confirms the accounts for this if required.
 - Distributes internal correspondence.
 - Checks and updates bail-card system.
 - Maintains and updates computer manuals.
 - Ensures the prompt dispatch, collection and distribution of mail.
 - Maintains an administrative filing system.

3. Team Work

- Co-operates and work with other members of the team in order to achieve team goals.
- Encourages and supports open honest and constructive relationships with colleagues.
- Ensures strong and effective channels of communication amongst colleagues
- Takes the constructive approach to team efforts and supports other team members where possible.

4. Customer Service

- Ensures all service requests and complaints are met with a professional, customer-focused and timely response.
- Assesses customer needs, analyses customer satisfaction, identifies issues, and develops and implements appropriate strategies.
- Fosters an atmosphere where customer responsiveness is fostered, recognised and rewarded.
- Assesses the changing needs of the customer and implements strategies to respond to them.
- Establishes systems, standards and strategies with stakeholders for delivery of service and continually identifies opportunities for improved effectiveness.
- Establishes, monitors and reports on performance measures for the delivery of services.

5. General Management

- Contributes to Police objectives.
- Acts as a source of expert information and advice in their area of skills for staff and colleagues.
- Develops networks inside and outside the organisation to achieve the best result for the organisation as a whole.
- Supervises the completion and presentation of written correspondence and reports.
- Complies with OSH workplace policies and standards.
- Contributes to the identification of OSH issues within the workplace and ensuring they are dealt with appropriately.

Notes



NOTE:

For selection purposes each of the above requirements will be considered in relation to the following:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. Personal attributes and temperament relevant to the position.
3. General health which allows for the performance of all duties and functions of the position.

Position Description

Published

Watchhouse Officer - shift: DO NOT USE past 19 November 2012

Recorded by Kaye Ryan on 11/18/2012 01:55 PM

V1

Position Description



| | |
|--|--|
| Reports to: | O/C Station |
| Direct reports: | None |
| Location: | Generic Location |
| Is non shift work/shift work involved? | shift work |
| Remuneration range: | Band D |
| Position title: | Watchhouse Officer - shift: DO NOT USE past 19 November 2012 |
| Position applies to: | Police Employee |
| Police Children's Worker: | Core (a Core Children's Worker safety check required) |

Other Requirements



Not to be used after 19 November 2012

Purpose



To provide operational and administrative support at a Community Policing Centre or Police Station without the assistance of a sworn Watch-house Keeper. This will include situations where the applicant is in sole charge and will be responsible for station management, security and administration.

Key Result Areas



1. Service Delivery

Contributes to the operational effectiveness of the Watch-house, Public Counter and response to incidents by:

- Answering telephone calls, assisting with enquires screening and redirecting telephone calls.
- Assessing requests from the public, either by telephone or at the public counter, giving appropriate advice or advising Police staff and redirecting where appropriate.
- Documenting incidents reported either by telephone or at the public counter and referring complaints to Police staff for follow up investigation.
- Documenting reports on the Communication Centre system and allocating the appropriate priority code.
- Determining information on potential danger to attending units and alerting the Communications Centre.
- Assisting to allocate jobs received at the station using differential response policy.
- Monitoring unit action and arranging any assistance if requested.
- Initiating urgent Police response to incidents requiring immediate attention.
- Carrying out dispatcher duties in prolonged local emergency services if required.
- Maintaining a log of operations when considered appropriate.
- Completing appropriate report forms and timely submissions of correspondence to supervisor.
- Monitoring security of Police Station by vetting visitors and directing members of the public to the appropriate officer.
- Supervising the drawing of raffles and checking and recording results from daily papers.
- Signing in defendants reporting while on bail.
- Assisting with maps, contacting call out persons and emergency services as authorised by the duty NCO if appropriate.
- Sending fax messages for staff and receiving and actioning incoming fax messages.
- Accurately relaying instructions as directed by a senior officer in major incidents.
- Receiving applications and completing other administrative action in relation to firearms licences and enquires.
- Receiving, checking, securing and maintaining records of all lost and found property handed into or reported to the station and arranging for the return, destruction or disposal of found property as authorised.
- Caring for missing children brought into the station.

2. Administration Support

- Carries out transactions on the Police Computer Systems including the Wanganui Computer including:

- Receiving, actioning and logging all incoming and outgoing switch messages.
- Inputting of data into the computer including docloc entries, property, vehicles of interest, warrants summonses and PHRIS.
- Entering informations.
- Printing leave totals and actioning leave enquires if required.
- Carrying out remote batch printing if required.
- Entering AMS time sheets if required.
- Receives and actions computer queries from Police staff.
- Vets jury lists if appropriate.
- Provides typing and word processing services to Police staff where required.
- Issue media releases as per media book where authorised.
- Maintains a secure and accurate exhibit store by assisting with identification and storage and the keeping of accurate records.
- Orders and maintains accurate records of stores and supplies for the station.
- Arranges for the maintenance and/or repair of any items eg: word processing units, photocopiers, fax machines.
- Ensures the cleanliness and operational capabilities of the cell area, medical and interview rooms are maintained.
- Administers the petty cash for the station.
- Administers any money received in the station and arranges for deposit in the appropriate bank account.
- Maintains telephone and fax toll registers and checks accounts for payment.
- Assists in the maintenance of the Station or CPC.
- Checks all accounts for payment for maintenance and repair.
- Updates and maintains staff cards.
- Organises the collection and return of staff drycleaning and confirms the accounts for this if required.
- Distributes internal correspondence.
- Checks and updates bail-card system.
- Maintains and updates computer manuals.
- Ensures the prompt dispatch, collection and distribution of mail.
- Maintains an administrative filing system.

3. Customer Service

- Ensures all service requests and complaints are met with a professional, customer-focused and timely response.
- Assesses customer needs, analyses customer satisfaction, identifies issues, and develops and implements appropriate strategies.
- Fosters an atmosphere where customer responsiveness is fostered, recognised and rewarded.
- Assesses the changing needs of the customer and implements strategies to respond to them.
- Establishes systems, standards and strategies with stakeholders for delivery of service and continually identifies opportunities for improved effectiveness.
- Establishes, monitors and reports on performance measures for the delivery of services.

4. Team Work

- Co-operates and work with other members of the team in order to achieve team goals.
- Encourages and supports open honest and constructive relationships with colleagues.
- Ensures strong and effective channels of communication amongst colleagues
- Takes the constructive approach to team efforts and supports other team members where possible.

5. General Management

- Contributes to Police objectives.
- Acts as a source of expert information and advice in their area of skills for staff and colleagues.
- Develops networks inside and outside the organisation to achieve the best result for the organisation as a whole.
- Supervises the completion and presentation of written correspondence and reports.
- Complies with OSH workplace policies and standards.
- Contributes to the identification of OSH issues within the workplace and ensuring they are dealt with appropriately.

Notes



For selection purposes each of the above requirements will be considered in relation to the following:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. Personal attributes and temperament relevant to the position.
3. General health which allows for the performance of all duties and functions of the position.

Watchhouse Assistant, Records - No shift

Position Details

| | |
|---|--|
| Reports to: Senior Sergeant | Location: Generic Location |
| District/Service Centre: District Operations | Shift work/non shift work: non shift work |
| Group: District Operations | Remuneration range: Band B |
| PHPF Level Purpose: Individual Contributor | Employee Type: Police Employee |
| Direct reports: None | Delegated financial authority: Nil |

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Purpose

The purpose of the District Operations Group is to deliver Our Business.

To support the delivery of these outcomes the Watchhouse Assistant, Records - No shift will provide operational and administrative support at a Police Station.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training.

2. Service Delivery

Contributes to the operational effectiveness of the Watch-house, Public Counter and response to incidents by:

- Maintaining a filing system for activated and inactivated files, ensuring files are destroyed or sent to Archives when applicable.
- Collects, sorts, distributes and prepares inwards/outwards mail as requested.
- Distributes publications and other material to appropriate offices/members as necessary.

- Recording lost property reports and receiving found property and issuing appropriate forms.
- Assisting Watchhouse staff with the provision of quality customer service by assisting with answering telephone calls, assisting with enquiries, screening and re-directing telephone calls, including assisting callers when out stations are unattended, when able.
- Providing cover for Watch-house Officers during times of annual leave, sickness etc (including meal breaks) where possible.
- Assessing requests from public, either by telephone or at the public counter when required, providing service, giving appropriate advice or advising Police staff and redirecting where appropriate.
- Documenting incidents reported either by telephone or at the public counter and referring complaints to Police staff for follow up investigation.
- Ensures Protection Orders received from the Court are entered and actioned correctly.
- Ensures information requested under the Official Information Act and information requested by insurance companies is supplied in a timely manner.

3. Administration Support

Carries out transactions on the Police Computer Systems, including NIA including:

- Inputting of data into the computer including docloc entries, property, vehicles of interest, warrants/summonses.
- Entering information.
- Receives and actions computer queries from Police staff.
- Complies with OSH workplace policies and standards
- Contributes to the identification of OSH issues within the workplace and ensuring these are brought to the attention of supervisors.

4. Quality Customer Service

- Ensures all service requests and complaints are met with a professional, customer-focused and timely response.
- Assesses customer needs, analyses customer satisfaction, identifies issues, and develops and implements appropriate strategies.
- Fosters an atmosphere where customer responsiveness is fostered, recognised and rewarded.
- Assesses the changing needs of the customer and implements strategies to respond to them.
- Establishes systems, standards and strategies with stakeholders for delivery of service and continually identifies opportunities for improved effectiveness.
- Using discretion in the appropriate manner in dealing with problems.
- Showing flexibility in problem solving and risk management areas.

5. Team Work

- Supports the development and maintenance of a high performing team.
- Maintains effective channels of communication amongst team members
- Encourages and supports open and honest constructive relationships with colleagues.
- Takes the constructive approach to team efforts and supports other team members where possible.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. Personal attributes and temperament relevant to the position.
3. General health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- A Non-Core Children's Worker safety check is required.

Qualifications

Notes

Position Description

Published

Watchhouse Assistant/Records - No shift; DO NOT USE AFTER 24/06/2020. PD CONVERTED TO SHAREPOINT

Recorded by Anna Boyle on 05/08/2015 11:01 AM

V1

Position Description



| | |
|--|--|
| Reports to: | Senior Sergeant |
| Direct reports: | None |
| Location: | Generic Location |
| Is non shift work/shift work involved? | non shift work |
| Remuneration range: | Band B |
| Position title: | Watchhouse Assistant/Records - No shift; DO NOT USE AFTER 24/06/2020. PD CONVERTED TO SHAREPOINT |
| Position applies to: | Police Employee |
| Police Children's Worker: | Core (a Core Children's Worker safety check required) |

Other Requirements



Purpose



To provide operational and administrative support at a Police Station.

Key Result Areas



1. Service Delivery

- Contributes to the operational effectiveness of the Watch-house, Public Counter and response to incidents by:
- Maintains a filing system for activated and inactivated files, ensuring files are destroyed or sent to Archives when applicable.
- Collects, sorts, distributes and prepares inwards/outwards mail as requested.
- Distributes publications and other material to appropriate offices/members as necessary.
- Recording lost property reports and receiving found property and issuing appropriate forms.
- Assisting Watchhouse staff with the provision of quality customer service by assisting with answering telephone calls, assisting with enquiries, screening and re-directing telephone calls, including assisting callers when out stations are unattended, when able.
- Providing cover for Watch-house Officers during times of annual leave, sickness etc (including meal breaks) where possible.
- Assessing requests from public, either by telephone or at the public counter when required, providing service, giving appropriate advice or advising Police staff and redirecting where appropriate.
- Documenting incidents reported either by telephone or at the public counter and referring complaints to Police staff for follow up investigation.
- Ensures Protection Orders received from the Court are entered and actioned correctly.
- Ensures information requested under the Official Information Act and information requested by insurance companies is supplied in a timely manner.

2. Administration Support

- Carries out transactions on the Police Computer Systems, including NIA including:
- Inputting of data into the computer including docloc entries, property, vehicles of interest, warrants/summons.
- Entering information.

- Receives and actions computer queries from Police staff.
- Complies with OSH workplace policies and standards
- Contributes to the identification of OSH issues within the workplace and ensuring these are brought to the attention of supervisors.

3. Quality Customer Service

- Ensures all service requests and complaints are met with a professional, customer-focused and timely response.
- Assesses customer needs, analyses customer satisfaction, identifies issues, and develops and implements appropriate strategies.
- Fosters an atmosphere where customer responsiveness is fostered, recognised and rewarded.
- Assesses the changing needs of the customer and implements strategies to respond to them.
- Establishes systems, standards and strategies with stakeholders for delivery of service and continually identifies opportunities for improved effectiveness.
- Using discretion in the appropriate manner in dealing with problems.
- Showing flexibility in problem solving and risk management areas.

4. Team Work

- Supports the development and maintenance of a high performing team.
- Maintains effective channels of communication amongst team members
- Encourages and supports open and honest constructive relationships with colleagues.
- Takes the constructive approach to team efforts and supports other team members where possible.

Notes



Position Description

Published

Day Watchhouse Keeper; DO NOT USE. PD IN NEW DATABASE.

Recorded by Chris Wailey on: 14/03/2018 05:04 PM

V1

Position Description



| | |
|--|--|
| Reports to: | Shift Supervisor |
| Direct reports: | None |
| Location: | Generic Location |
| Is non shift work/shift work involved? | non shift work |
| Remuneration range: | Band G |
| Position title: | Day Watchhouse Keeper; DO NOT USE. PD IN NEW DATABASE. |
| Position applies to: | Office of Constable |
| Police Children's Worker: | Core (a Core Children's Worker safety check required) |

Other Requirements

-

Purpose

Contributes to the effective and efficient operation of the watchhouse attending to persons calling at the station, and by attending to various allocated portfolios, including prisoner custody and their property, dispatching, stationary and stores, exhibits, drugs and other aspects of watchhouse administration.

Key Result Areas

1. Service Delivery

Contributes to the operational effectiveness of the Watch-house, Public Counter and response to incidents by:

- Providing a Police presence at the public counter.
- Eliciting relevant information from complainants and persons seeking aid.
- Providing professional advice and assistance or recommending an appropriate referral agency.
- Completing appropriate report forms and timely submissions of correspondence to supervisor.
- Monitoring security of the Police Station by vetting visitors and directing members of the public to various Police officers such as Youth Aid, Arms, or recruiting etc.
- Maintaining report card system for persons reporting on bail.
- Answering telephone calls, assisting with enquires screening and redirecting telephone calls.
- Documenting reports on the Communication Centre system and allocating the appropriate priority code.
- Monitoring unit action and arranging assistance if necessary.
- Determining information on potential danger to attending units and alerting the Communications Centre.
- Initiating urgent Police response to incidents requiring immediate attention.
- Accurately relaying instructions as directed by a senior officer in major incidents.
- Carrying out dispatcher duties in prolonged local emergency services if required.
- Maintaining a log of operations when considered appropriate.
- Ensuring the custody of and humane treatment of prisoners by:
 - Confirming circumstances of arrest are justified and advising the Shift Supervisor in cases of doubt.
 - Confirming the search of prisoner, itemising, recording and securing property removed.
 - Arranging medical attention for prisoners who are injured or ill.
 - Conducting regular checks on prisoners in custody, in particular those who are intoxicated or mentally ill.

- Arranging and vetting prison visitors.
- Co-ordinating supply, distribution and accounts for prisoner meals.
- Entering and updating all computer requirements such as charge entries, identification modifications, vehicle and person queries.
- Ensuring that correct standards of hygiene, and stock levels of bedding supplies etc, are maintained.
- Ensuring that prisoner's property is correctly allocated.
- In liaison with the Senior Sergeant arranging for escorts of sentences or remanded prisoners to other penal institutions as required.
- Receiving, checking and securing records of all lost and found property and/or exhibits (including drugs), that are received or handed into the watch-house.
- Arranging the return, destruction or disposal of found property as authorised.
- Ensuring all property records are legible and meet the requirements of property storage and disposal.
- Serving witness and Police initiated documents on offenders where required.

2. Administration Support

- Ensure any blood samples held after the EBA and/or DNA process is conveyed to ESR.
- Maintain station stores for stationary and medical room.
- Maintain and updates all station records, memos and circulars such as business key-holders, AOS call-out lists etc.
- Undertakes all computer work in the absence of non-sworn operators.
- Assists and relieves where directed by the Shift Supervisor in all aspects of the Watch-house operation.

3. General Management

- Contributes to Police objectives.
- Contributes to the effective control of criminal activity within the community by the active interchange of information with other units within the Police.
- Develops networks inside and outside the organisation to achieve the best result for the organisation as a whole.
- Contributes to the positive development and maintenance of team spirit within the section by co-operation with other staff, monitoring their safety, sharing workload and by providing on the job training.
- Acts as a source of expert information and advice in their area of skills for staff and colleagues.
- Ensures the completion and presentation of written correspondence and reports.
- Complies with OSH workplace policies and standards.
- Contributes to the identification of OSH issues within the workplace and ensuring they are brought to the attention of supervisors.

4. Customer Service

- Ensures all service requests and complaints are met with a professional, customer-focused and timely response.
- Assesses customer needs, analyses customer satisfaction, identifies issues, and develops and implements appropriate strategies.
- Fosters an atmosphere where customer responsiveness is fostered, recognised and rewarded.
- Assesses the changing needs of the customer and implements strategies to respond to them.
- Establishes systems, standards and strategies with stakeholders for delivery of service and continually identifies opportunities for improved effectiveness.
- Establishes, monitors and reports on performance measures for the delivery of services.

Notes



For selection purposes each of the above competencies will be considered in relation to the following:

1. Potential to perform well in the position, give a reasonable period of time for familiarisation and/or training.
2. Personal attributes and temperament relevant to the position.
3. General health which will allow for the performance of all duties and functions of the position. (A current PCT is an indicator of general health)

Station Support Assistant

Position Details

Reports to: Area Executive Officer

Location: Generic Location

District/Service Centre: District Operations

Shift work/non shift work:

Group: District Operations

Remuneration range: Band B

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee

Direct reports: None

Delegated financial authority: Nil

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Purpose

The purpose of the District Operations Group is to deliver Our Business.

To support the delivery of these outcomes the Station Support Assistant will provide operational and administrative support in the area of File Management, Youth Services, and CIB.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training.

2. Service Delivery

- Answers telephone calls from complainants and members of the public, assists with enquiries, screens and redirects telephone calls.
- Completes appropriate report forms and correspondence and submits to Supervisor.
- Sends fax messages for staff and receives and actions incoming fax messages.
- Queries, updates, and maintains database for Youth Services.

- Completes required finalisation action on Prosecution files as required, including notifications to O/Cs, Victims, Witnesses, and others.
- Ensures all relevant information is attached to files to meet internal audit requirements.
- Uplifts and disposes of exhibits and seized property as appropriate.
- Prepares files, completes data entry, validation and statistical clearance as requested.
- Undertakes training as directed by Area Commander.

3. Administration Support

Carries out transactions on the Police NIA Computer System, TESA, and Police Intranet including:

- Completing all word processing/Dictaphone and typing requirements using Microsoft Word, Power Point and Excel
- Receiving, actioning, and logging all incoming and outgoing email messages.
- Inputting of data into the computer including docloc entries, persons, property, vehicles of interest, warrants and summonses.
- Provides administrative assistance to O/Cs File Managers, Youth Services and CIB as required.
- Provides administrative assistance to Youth Education Services and allied support committees.
- Receives and actions computer queries from Police Staff
- Contributes to the identification of OSH issues within the workplace and ensuring these are brought to the attention of Supervisors.
- Performs relieving functions as directed by Area Executive Officer

4. Team Work

- Works effectively as a member of a team or in an individual capacity.
- Uses interpersonal skills effectively in group or individual situations.
- Encourages and supports open, honest and constructive relationships with colleagues.
- Co-operates and works with other members of the team to achieve team goals.
- Develops and maintains liaison and communication with internal and external partners and individuals impacting upon their position.
- Proactive in assisting and supporting others within the group in relation to improving delivery.

5. Relationship Management

Maintains liaison and communication with persons and organisations impacting upon their position, including:

- All staff in District Headquarters, Area Commanders, O/C Stations
- Members of the public,
- Crown Solicitors Office,
- Court Staff,
- Members of the Legal profession,
- Staff from banking institutions and insurance investigators.
- Ensures that all work practices and procedures are completed within a timely manner.
- Provides proactive, timely, accurate advice and shares information appropriately.
- Determines priorities in conjunction with the position supervisor.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. Personal attributes and temperament relevant to the position.
3. General health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- A Non-Core Children's Worker safety check is required.

Qualifications

Notes

-

Frontline Station Support Officer

Position details

| | |
|---|--|
| Reports To: Station Supervisor or Area Executive Officer | Location: Generic |
| District/Service Centre: Frontline Operations | Shift Work/Non Shift Work: Both |
| Group: Districts | Remuneration Range: Band D |
| Level Purpose: Individual Contributor | Employee Type: Employee |
| Direct Reports: None | Delegated Financial Authority: None |

Working at Police (who we are)

New Zealand Police delivers services that ensure communities are safe and feel secure, with less crime, road trauma and fewer victims. Police operates 24 hours a day in a complex environment actively preventing crime and crashes. With around 15,000 staff, we work from community-based police stations and large policing hubs, operate on land, sea and in the air, and respond to over 860,000 emergency calls every year.

Values:

Our values provide a guide to the way New Zealand Police work, operate and make decisions, and reflect what is important to us and the communities we serve.

- ▶ **Professionalism** Taking pride in representing New Zealand Police and making a difference in the communities we serve
- ▶ **Respect** Treating everyone with dignity, upholding their individual rights and honouring their freedoms
- ▶ **Integrity** Being honest and upholding excellent ethical standards
- ▶ **Commitment to Māori and The Treaty** Acting in good faith of, and respecting the principles of Te Tiriti O Waitangi – partnership, protection and participation
- ▶ **Empathy** Seeking understanding of, and considering the experience and perspective of those New Zealand Police serve
- ▶ **Valuing Diversity** Recognising the value different perspectives and experiences bring to making us better at what we do

Position overview (where you'll be working)

The purpose of District Operations is to deliver Our Business.

To support District outcomes the Frontline Station Support Officer will provide operational and administrative support to Police which includes (but is not limited to) file management, customer service, telephony, typing, data entry, use of Police systems, and financial support.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Responsibilities (what you'll be doing)

The Frontline Station Support Officer will:

1. Keep Our People Safe

Exercise your health and safety due diligence.

- Foster a safe and supportive culture by leading the integration of safety, health, and wellbeing into all aspects of the workplace including planning, training, and operations.
- Understand the hazards faced by the team and enable them to eliminate or minimise the associated risk.
- Monitor health and safety events, encourage near miss reporting, debriefs with a lessons-learned mindset, and resource incident reviews to a level commensurate with their significance.
- Proactively manage employee preventative health initiatives and return to work from injury or illness.

2. Service Delivery

Contributes to the operational effectiveness of the Police through providing administrative support in response to offences/incidents (includes public counter and telephony) by:

- Assessing internal and external customer needs and taking appropriate action.
- Accurately recording incidents into Police PROP system for District assessment and action.
- Providing support services for entry of DNA/ Biotrack samples.
- Provides a comprehensive administration service that supports the efficient and effective functioning for Police (such as):
 - Completing typing services (includes Winscribe and DVD transcribing).
 - File management, assembly and disclosure processes (as set out in Police Instructions).
 - Completing minor enquiry work, including taking of victim/ witness statements, preparation of photomontages, etc.
 - Entering data into Police systems (includes for all specialist groups).
 - Entering and sharing appropriate information with relevant work groups (i.e. Intel).
 - Providing File/ Mail distribution.
 - Providing file completion (post-prosecution) processes including file/ exhibit completion and victim notifications (when necessary).
- Providing secretarial support to Managers as applicable (including logistical support to meetings/ workshops/ presentations and other projects as required by Police Management).
- Vetting jury lists as required.

3. Financial Management

Provides general administrative support for the Police such as:

- Arranging travel, accommodation and venue booking as required.
- Maintaining stationery supplies as required.
- Maintaining regular operational asset checks.
- Providing administrative support to rostering as and when required.
- Provides other logistical and/or administrative support to the Police as required.
- Maintains up to date auditing procedures including regular Internal Control audits.

4. General Management

Provides general administrative support for the Police such as:

- Arranging travel, accommodation and venue bookings as required.
- Maintaining stationery supplies as required.
- Maintaining regular operational asset checks.
- Providing administrative support to rostering as and when required.
- Provides other logistical and/or administrative support to the Police as required.
- Maintains up to date auditing procedures including regular Internal Control audits.

5. Customer Service

- Ensures that all service requests and complaints are met with a profession, customer-friendly and timely response.
- Uses discretion in an appropriate manner in dealing with problems.
- Develops an atmosphere where customer responsiveness is fostered and recognised.
- Assesses the changing needs of the customer responsiveness is fostered and recognised.
- Assesses the changing needs of the customer and implements strategies to respond to them.
- Ensures the key concepts of Māori responsiveness, Community Orientated Policing, Problem Solving, partnerships and Service First are adhered to at all times.
- To ensure compliance with the mandatory online Front Counter Safety training and apply this to the circumstances on a day to day basis.

6. Team Work

- Supports the development and maintenance of a high performing team.
- Contributes in appositive manner to the setting and achievement of goals/standards for the Police.
- Uses interpersonal skills effectively in a group and individual situations.
- Encourages and supports open and honest constructive relationships and colleagues.
- Contributes to a safe and friendly work environment by ensuring EEO policy and principle are known and adhered to at all times.

7. Relationship Management

- Contributing to a positive team environment through living our organisations values.
- Develop and maintain effective relationships with internal and external stakeholders and groups to positively influence public trust and confidence in NZ Police.

All employees of New Zealand Police are expected to:

- Adhere to New Zealand Police standards of integrity and conduct
- Comply with legislative and statutory requirements within area of expertise, including employment and privacy legislation.
- Model the New Zealand Police Values – Professionalism, Respect, Integrity, Commitment to Māori and The Treaty, Empathy and Valuing Diversity.
- Respect diversity and demonstrate inclusiveness.
- Understand the hazards in their work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training.
- Perform other duties and participate in projects as required.

Key relationships (who you'll be working with)

The Frontline Station Support Officer role can expect to build and maintain effective relationships with:

| | |
|-----------------|---|
| Internal | District response and support staff, other emergency organisations, Supervisors, Communications Centre Staff, New Recruits. |
| External | General members of the public |

Position specific competencies: (how you'll deliver results)

To be successful in this role the Frontline Station Support Officer will:

- ▶ Deliver high standards of service to all stakeholders in a professional manner.
- ▶ Manage team resources and administrative requirements.
- ▶ Solve problems and lead sound decision making under pressure.
- ▶ Have experience in, or engage with, a range of roles within Police.
- ▶ Have the experience to lead collaborative engagement with partners and stakeholders.

Demonstrate they can contribute to a high performing team by:

- ▶ Being individually responsible and accountable
- ▶ Supporting one another

Demonstrate they have a positive high performing state of mind where they are:

- ▶ Clear
- ▶ Calm

Additional information: (what you need to know)

Required Qualifications:

- ▶ None

Pre-Employment Checks

- ▶ A Non-core CA check is required

Work Environment

- ▶ Physical Environment: Office