



Job Description

Title – Vehicle Removal Assistant

Version - 1 Date - 26.09.18

Post Number:	VV050
Grade /Scale:	Scale 4
Weekly Hours:	22.2
Department:	Vehicle Fleet
Status:	Established
Responsible To:	Vehicle Removal Officer
Responsible for:	None
Location Work base:	Force Headquarters
Job Role /Purpose:	To assist the VRO with the administration of the Force Vehicle Removal Scheme.
Contacts:	Vehicle Removal Officer (VRO), Operational Police Officers and Staff, Investigators, Force HQ Depts, Recovery Operators, Insurance Companies, Finance Companies, Solicitors, Victims of Crime, Vehicle Owners and members of the public making general enquiries.
Equality and Diversity	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

1. To be educated to GCSE grade C in English or equivalent and/or detail experience working to that level.

Work Experience:

2. Recent experience dealing with administration related matters and in a role involving regular contact with members of public either face to face or by telephone.

3. Work within a confidential environment.

4. Making effective decisions within policy guidelines.

5. Searching, entering information and retrieving information to and from databases.

Personal / Interpersonal Skills, Aptitudes:

6. Good communication skills including good report writing skills and the ability to deal effectively with phone calls from members of the public who are aggressive, making complaints or distressed.

7. Good judgement and problem solving skills, to be able to be flexible within policy guidelines to make appropriate decisions in varying situations.

8. To act with integrity and abide by the Force Standards of Behaviour and consider and show respect for the opinions, circumstances and feelings of people, no matter what their race, religion, position, age, background, circumstances, status or appearance.

Special Skills:

9. To be computer literate, specifically to be able to use e-mail, MS Word, MS Excel and a variety of databases.

10. To understand and implement the requirements of Data Protection and Information Security legislation.

11. To have a good working knowledge of road traffic law particularly in relation to driving licences and insurance.

Other:

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria

Where available, elements that contribute to improved / immediate performance in the job.

Knowledge/ Education (including qualifications):

An administrative qualification.

A police or law related qualification

Work Experience:

Work in a legal or law enforcement environment.

Personal / Interpersonal Skills, Aptitudes:

Special Skills:

To have a working knowledge of police computer systems e.g. Niche, Storm and PNC.

ECDL.

Other:

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Core Responsibilities/ Accountabilities

Operational:

1. To undertake duties and to implement policies as directed by the VRO.
2. To assist the VRO with the release and/or disposal of recovered vehicles.
3. To liaise and consult with the VRO to ensure all matters concerning the Team's responsibilities are effectively and efficiently undertaken.
4. Daily to obtain relevant information from various sources concerning newly removed vehicles and input to ELVIS and other Force IT systems.
5. To liaise with contractors, police officers, insurance companies and all other interested parties in support of the VRO.
6. To deal with phone calls regarding removed vehicles from vehicle owners, victims of crime and other members of the public.
7. To assist the VRO with vehicle accounts and invoices.
8. To assist the VRO as the Force point of contact for expert advice in respect of vehicle removal (VR) policy and legislation. To ensure that your own VR knowledge is maintained to a good professional standard.
9. To be a point of contact for front counter staff (LSTOs) when they are dealing with the release of vehicles under Section 165 RTA 1988 and to make decisions in specified or complex cases.
10. To undertake PNC checks as required, exercising confidentiality at all times.
11. To assist with the development with VR work systems and processing procedures.
12. To deputise for the VRO during periods of absence as directed.
13. To be flexible in working hours to ensure that the Vehicle Removal Office is staffed between the hours of 8am to 5pm Monday to Thursday and 8am to 4.30pm Friday during periods of leave or absence of other Team members

Management/Leadership:

Technical:

Please enter text here

Communication:

1. To communicate effectively with all contacts via e mail and other communications media in such a manner that the most effective communications method is employed.

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Administration:

To undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.

This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities.

General:

Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.

Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.

This role description should develop along with the changing demands of policing reflected in the organisational objectives and priorities.

Other:

Be flexible in terms of working location and be prepared to work temporarily at other locations within the policing area, undertaking a similar role.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Personal Values /Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non policing roles see here : [Competency and Values framework](#)

We analyse critically
We are innovative and open-minded
We are emotionally aware
We take ownership
We are collaborative
We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

Integrity
Impartiality
Transparency
Social responsibility

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

- 1) Please select one - Recruitment Vetting (RV) ☒ or Management Vetting (MV)
- 2) Please select one - Counter Terrorist Checks (CTC) ☒ or Security Check (SC)
- 3) Please select one - Developed Vetting (DV) ☐ or N/A ☒

Date line manager checked vetting level needed :

Car User: Yes ☐ / No ☒ - Essential /Casual Allowance {*per mile / day etc*}: Please enter text here

Budgetary Management: Yes ☐ / No ☒ Budget Value approximate value £ Please enter text here

Additional Information: Please enter text here

Reasonable adjustments

Please enter text here

Organisation Chart

Manager Level

Team Leader Level

Supervisor Level

Administration
Level

Administration
Level

Administration
Level

Clerk Level

Clerk Level

Clerk Level