

## How to become a... Police Front Counter Clerk

£16,095-£17,190 per year

Promotion to: Supervisory or managerial position in police administration

### Job Description:

Police front counter staff are often the first point of contact for the public at a police station. They deal with callers' enquiries or ensure that they are passed to the most appropriate person or department.

Their responsibilities may vary between different police forces, but generally they include dealing with missing persons or properties, receiving seized goods, recording details of crimes and vehicle accidents, taking statements, communicating promptly with police officers and looking after witnesses.

Front counter staff work a 37 hour week in a shift system, usually between the hours of 8am and midnight, including weekends and public holidays. The work is based within the police station.

Uniforms are provided.



### Personal Competencies

Good planning

Deal with different people

Organisation skills

Calm and logical

A focus on customer service

Good computers skills

Interest in community issues

Zoe took a Foundation Diploma in Public Services. She really enjoyed learning about the justice sector and completed a work placement at her local police station. She worked with the front counter clerks and thought that it was interesting and something she could do well. Zoe progressed onto the Higher Diploma in Public Services and will study business studies as her ASL.

The staff were so impressed with Zoe's enthusiasm and good people skills that they suggested she volunteered at the station. Zoe was thrilled and plans to do her project on the process of recording crimes.

After her Diploma Zoe plans to be the administrator for her Dad's landscaping firm to build experience but hopes to continue 1 day a week with the police until a vacancy comes up in her area.

For more information try visiting:  
[www.policecouldyou.co.uk](http://www.policecouldyou.co.uk) -  
'other roles' section  
[www.connexions-direct.com/jobs4u](http://www.connexions-direct.com/jobs4u)  
[www.skillsforjustice.com](http://www.skillsforjustice.com)

### Training and Qualifications

Specific educational qualifications are not required, although good levels of literacy and ICT skills are expected. Previous experience of clerical or voluntary work may be useful.

The training for police front counter staff is organised by individual police forces. Most of the training is completed on the job, working alongside experienced staff. Additional classroom courses may be organised in-force or at a police training centre.