Receptionist – Royal New Zealand Police College

Position Details

Reports to: Facilities and Services Manager

Location: Royal New Zealand Police College

District/Service Centre: People and Capability

Shift work/non shift work: Non Shift Work

Group: Corporate Services

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 People & Capability Group is to ensure Our People are safe, enabled and empowered to deliver Our Business.

To support the delivery of these outcomes the Receptionist will provide a professional, high quality telephone and reception service to the public, course members, staff and visitors to The Royal New Zealand Police College and ICT Service Centre (ICTSC).

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. Customer Focus

- Communicates effectively with colleagues, staff, recruit's, clients, service providers and other visitors to the College site
- Ensures all service requests and complaints are met with a professional, customer- friendly, discreet, accurate and timely response
- Participates in service delivery problem solving, including identification of symptoms, causes and effects
- Uses discretion in an appropriate manner in dealing with problems

3. Relationship management

- Proactively develops and maintains strong partnerships and relationships across NZ Police and when engaging with external stakeholders
- Provides proactive timely accurate advice and shares information appropriately
- Ensures the key concepts of Maori responsiveness, community, partnerships and quality customer service are adhered to in all work activities and interactions

4. Team work

- Supports the development of a high performing team
- Works effectively as a member of the Corporate Services Group and wider Training Service Centre
- Contributes in a positive manner to the setting and achievement of team goals and standards
- Actively participates in and encourages a team approach throughout the Corporate Services Group
- Manages time effectively and works with others to achieve optimum resource use and "best results" for the organisation and to ensure consistency of approach
- Maintains effective and professional channels of communication amongst team members.

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

- No Children's Worker security check is required