



# Police Staff Careers Information Pack



**Cheshire  
Constabulary**

2



START YOUR CAREER WITH  
CHESHIRE CONSTABULARY

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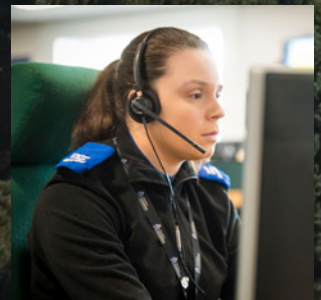
## Introduction

Nicola Bailey  
Chief People Officer

Cheshire Constabulary is one of the largest employers in Cheshire and provides a unique public service opportunity in policing. Within our force, there exists a diverse array of career opportunities spanning various disciplines, specialties and seniority. If you are considering a career in the police there are pathways to suit a wide range of skills, interests and ambitions and the opportunity to contribute meaningfully to our purpose of delivering even safer communities for the whole of Cheshire.

Our commitment to continuous learning and development is supported by the training and development opportunities available to our staff. Through structured training programmes, mentoring initiatives and leadership courses, we encourage our staff to enhance their skills, expand their knowledge and take on increasingly challenging roles within the force.

Furthermore, we recognise the importance of promoting diversity and inclusion across the force and we are dedicated to creating an environment where all individuals feel valued, respected and empowered to succeed. You will find a range of staff networks and Unison, who will provide support, plus tailored development programmes. By championing diversity and embracing the unique perspectives and talents of our staff, we not only strengthen our organisation but better serve our communities.



## Why join us?

Being a police officer isn't for everyone, there are a **variety of staff roles** within our inclusive policing family that can offer an exciting career with challenge and opportunity.

Supporting our front-line services requires a large multi-disciplined team of police staff, each bringing their own perspective and skills, working together to provide the organisational capability to police Cheshire.

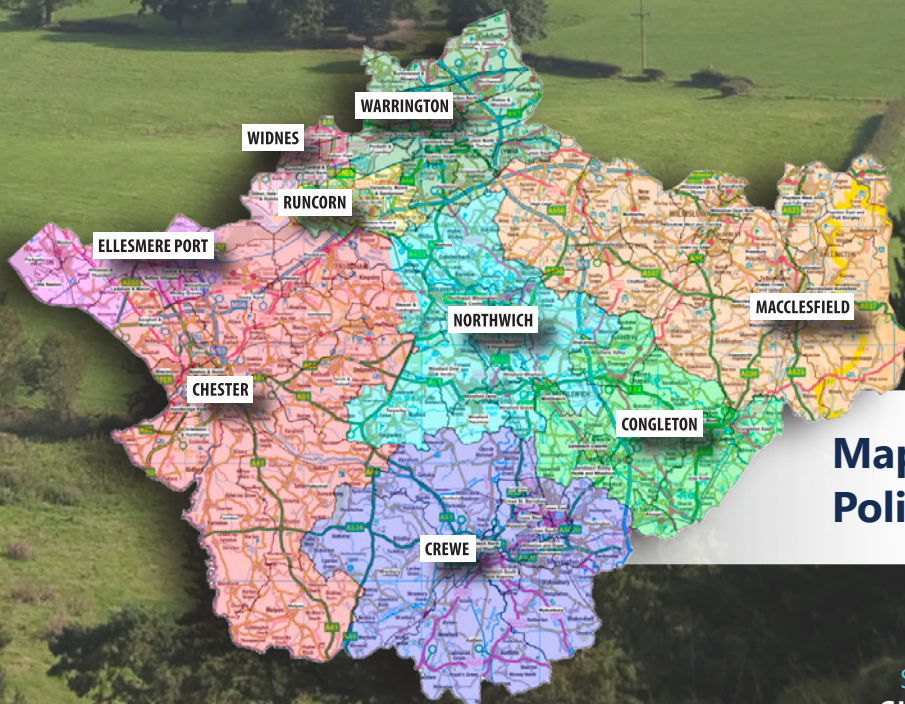
In the pages that follow, you will find information about the various careers available within our force, as well as guidance on the application process and details of the benefits our members of police staff can enjoy.

2425  
Officers

145  
Specials

1722  
Staff

*\*Data taken on March 2025*



**Map of Local Policing Units (LPUs)**



# Police Staff Roles

There are over 400 different Police Staff roles in Cheshire Constabulary, playing an integral role in making the communities of Cheshire safer. Many are unique to policing and are public facing or operational support roles allowing you to have a direct impact without becoming a Police Officer. There are also many business support roles recognisable in other industries and sectors enhanced by the reward of supporting the communities of Cheshire.

The variety and uniqueness of many roles, combined with the skills and knowledge you have from education and / or previous employment will create numerous opportunities to progress, develop and change career within the Constabulary.

Provided in this booklet is an overview of the departments and business areas in which have police staff roles, along with examples of the roles available in these departments, please remember these lists are not exhaustive.

## BUSINESS AND CORPORATE SERVICES

- Command
- Corporate Communications
- Estates and Facilities
- Finance
- Fleet
- Information Compliance
- IT
- Legal Services and Procurement
- People Services
- Planning and Performance
- Professional Standards

## INVESTIGATIONS

- Criminal Justice
- Economic Crime Unit
- Intelligence
- Forensics
- Major Investigations

## OPERATIONAL SUPPORT

- Custody
- Police Community Support Officers
- Public Contact
- Resource Management Unit
- Roads and Crime Unit



# BUSINESS AND CORPORATE Services



## COMMAND TEAM

The Command Support Team provide vital executive level support to all members of the Senior Command Team at Cheshire Constabulary, including the Chief Constable and Deputy Chief Constable.

They facilitate and oversee all diary engagements and Command Team Communications, organise meetings and events, take responsibility for the management of records and assist with the writing of complex reports.

The team also liaise on a local and national level with strategic, operational and government leads, ensuring the dynamic schedules of the Senior Leaders are updated, enabling them to meet force priorities and deliver outstanding results.

### ROLES INCLUDE:

- **Secretary**
- **Personal Assistant**

## CORPORATE COMMUNICATIONS

Our Corporate Communications department plays a central role in our frontline response to criminality, using insight led communications to build trust and confidence. They are responsible for developing creative and forward thinking communication strategies which help officers find missing people, identify criminals, safeguard vulnerable people and prevent crime. They also play a vital role informing the public of arrests, charges and subsequently court convictions which not only provide reassurance but acts as a deterrent by showing the consequences of people's actions.

The department manages our relationship with the media, producing media and marketing materials, managing TV interviews and documentaries, and providing communications to internal colleagues. They are responsible for our reputation management and helping everybody who works here to feel pride, optimism, and a clear sense of shared purpose and culture. Our social media channels are also managed by this department, creating engaging content for a wide range of audiences across several platforms.

### **Press and campaigns**

They are responsible for developing creative and forward thinking communication strategies to meet organisational objectives. The press team work with officers to publicise appeals to find missing people, identify criminals, safeguard vulnerable people and prevent crime. This includes managing our relationship with the media, managing interviews with media outlets and documentary makers.

### **Digital team**

They are responsible for managing the digital platforms used by the force including the website and online reporting tools, social media platforms, community messaging systems, and internal communication channels (intranet). The team produce video content for internal and external audiences as well as having in-house graphic designer for force materials.

### **Engagement and events team**

They are responsible for providing insight to campaigns and to the force to inform and shape strategies. The team also manage internal and external events for the force including large scale pass-out ceremonies for new officers.

### **Internal team**

They are responsible for crafting messages to nearly 4,000 members of staff about the constantly evolving world of policing. This can range from promoting good news stories to informing staff about crucial legislation changes.



## ROLES / AREAS INCLUDE:

- Campaigns
- Digital Media
- Engagement
- Events
- Graphics
- Internal Communication
- Press

### Paige Hulse | Events and Engagement Officer

I feel a bit privileged as an Events and Engagement Officer - you get to see colleagues at all stages of their career in the Police, from attesting new officers and organising their passing out parades at the beginning of their policing journey, recognising the many achievements throughout their career and right through to celebrating their retirements. I really enjoy getting to share these moments with my colleagues and to see the incredible work they do daily to protect the communities they serve.

I started my career in the police in as an Administrative Assistant in the Command Office at headquarters. My line manager at the time supported me with further development in existing skills I had around organising events, which subsequently led me to moving to my current role.

One of the reasons I joined the Constabulary was so that I could have variety in the work I do and I feel very fortunate that I no longer experience that Monday morning dread, no day is ever the same and it's very rarely mundane.

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## ESTATES AND FACILITIES

The Estates and Facilities team are responsible for the management and maintenance of 33 police sites across Cheshire, some of which date back as far as the 1900s.

The Estates and facilities team are responsible for providing fit for purpose, energy efficient premises as well as managing the repair and maintenance of our offices and stations.

The team ensure that hard and soft services are provided including planned and reactive property maintenance, statutory compliance, cleaning, grounds maintenance and waste management.

They carry out office moves and refurbishment projects as well as identifying suitable land and premises for new developments, managing their design, construction and occupation.

As part of Estates and Facilities, the Supplies and Logistics team provide vital equipment, uniform, and PPE to the front line carrying out uniform measures for new starters and annual body armour fit checks.

The logistics team provide a daily service force wide delivering post and parcels. We also have a dedicated forensics van that moves property, forensics, drugs, guns, and cash around the force.

### ROLES INCLUDE:

- **Building Surveyor**
- **Maintenance Technician**
- **Project Manager**



## FINANCE

The Finance Team ensure sound financial arrangements that support and enable the organisation to deliver even safer communities for the whole of Cheshire in an efficient, affordable, and sustainable way. They are responsible for supporting and enabling the production and management of:

- A Medium-Term Financial Strategy/Plan
- An annual balanced budget
- Statutory financial accounts
- Financial information & reports
- Cash-flow and Treasury Management activities
- Statutory & Non-Statutory financial information returns and statistics
- Financial advice to the organisation
- A customer focussed transactional finance service, including paying suppliers and billing customers

Professional development within Finance is actively encouraged. We support trainees with study and gaining relevant experience towards professional qualifications. New joiners can commence the AAT (Association of Accounting Technicians) qualification or another accounting qualification. Progression is available from starting positions as accounts assistants to very varied and interesting accountant roles. Each of our accountants work closely with different parts of the Force and provide them with financial analysis and budget management support. In Finance, no two days are the same. You will develop technical accounting skills, an understanding of public sector accounting, gain experience using different systems and work with different departments and parts of the Force.

### ROLES INCLUDE:

- Accountant
- Finance Assistant
- Senior Business Assistant
- General Ledger Assistant
- Accounts and Purchasing Assistant

## FLEET

The Constabulary's vehicles allow the front line to do their jobs. The officers and staff need the vehicles to respond to emergencies, carry out patrols, attend enquiries as well as do specialist jobs such as drone launches and off-road operations. Vehicles are the primary piece of work equipment for officers and staff.

Fleet's mission is to provide safe, fit for purpose vehicles for our officers and staff to use.

Cheshire Constabulary Vehicle Fleet Services (VFS) are responsible for the specification, procurement, ordering and conversion of all the Constabulary's vehicles. We have a current Fleet of 730 vehicles made up of motorcycles, general purpose and high performance cars; small, medium and large vans and trucks as well as items of plant equipment and boats. We also maintain the vehicles throughout their life, carrying out all servicing, repairs and collision repair bodywork. At the end of life, we decommission the vehicles, prepare them for sale and send to auction.

There are many varied roles in Vehicle Fleets Services (VFS). There are managers, a fleet administration team, workshop receptionist, workshop controller, senior vehicle technicians, vehicle technicians, vehicle stores staff and workshop assistants. Every member of staff plays a vital role in Our Mission.

Development is available in all areas. Training, mentoring, qualifications, additional learning and work experience are available to those who wish to advance or gain more experience and / or qualifications.

### ROLES INCLUDE:

- Fleet Services Manager
- Fleet Apprentice
- Fleet Administrator
- Vehicle Technician



## INFORMATION COMPLIANCE

Information Compliance support the Force to manage information. Information is estimated to double every 2 years, with even larger increases in computer data and video footage. Information underpins frontline policing to specialist services like forensics as well as back office corporate requirements.

The public and media are increasingly aware of information security and privacy rights. The actions delivered by Information Compliance are important in maintaining trust and operational effectiveness.

This requires knowledge of complex and interrelated information legislation and guidance as well as a good understanding of the information used in each department. The work requires attention to detail, an ability to understand risk and resolve information problems while working to tight deadlines handling high volumes of information.

Entry roles include Information Review officers and Request compliance officers which includes a structured training progression. Other roles include Data and Security Auditors, Data Protection Advisers, and Records officers. We work with media, a range of information systems and we also manage archived paper records.

Due to the specialist nature of police information and the responsibility, we provide police focussed training as well as courses which can lead to qualifications such as Practitioner certificate in Data Protection.

The specialist workstreams include: Information Review, Records Management, Data and Security Audit, Data Protection and Freedom of Information and Requests.

There are opportunities to work in across these workstreams to progress and gain wider information management expertise. The skills and knowledge are valuable in similar roles in other departments and our team have been successful in going onto information management positions internally and in other organisations.

### ROLES INCLUDE:

- **Data and Security Auditor**
- **Assistant Records Officer**

## INFORMATION TECHNOLOGY | IT

The department covers all aspects of IT and Project Delivery across the force, and wider, supporting nearly 200 systems, including critical 24x7 infrastructure. From initial contact through our Service Desk, we have numerous teams, including Technical Support, Technical Operations, Airwave, Governance and Assurance, Project Delivery, and Information/IT Security. There are a wide variety of roles, including technical and customer facing. Roles in IT are demanding and challenging, facing problems and supporting a variety of systems very different to many organisations.

Everything the organisation does relies on IT of some description, and the role of IT Services is critical in ensuring that the front line and operational staff have what they need to do their job, ultimately providing a high level of service to members of the public.

Although we recruit directly into technically specialist roles that need particularly skills, we also have a long history of developing our talent internally with many of the team having started on the Service Desk, gaining experience, and then progressing into other roles. We also support the force apprenticeship programme.

### ROLES INCLUDE:

- IT Security Analyst
- System Development
- 1st, 2nd and 3rd Line Support

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**Siobhan O'Hanlon** | **3rd Line Support Analyst Information Technology**

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I began my career with Cheshire Constabulary as a Business Administration Apprentice working within the IT department, after a couple of different roles I then progressed to my current role working on the 3rd Line IT Technical Support Team. Throughout each of the roles I have been in whilst working with the Constabulary I have been supported and encouraged to enhance both my career and my knowledge.

I enjoy the variety of work I get with my role, everyday presents a new challenge to overcome and resolve. The people are also what makes working for Cheshire Constabulary enjoyable for me, I know that there is always someone I can turn to for support and equally we are all happy to help each other.



## LEGAL SERVICES AND PROCUREMENT

We have our own legal team to make sure we're compliant in all areas of our business. They offer expert knowledge when required and represent us as an organisation when needed. This includes reviewing documentation, contracts and agreements and providing up to date legal advice to our colleagues and other departments when we need formal advice.

Our Strategic Procurement Unit plays a key role in managing the Force financial resources by ensuring that the Force obtains value for money when it purchases goods and services and by managing the risk related to the purchase of goods and services. The services that the department provides tender management and award of contracts; contract management and contract variations; advice and guidance on contractual matters; and data and report provision. Key skills that team members must have include excellent communication and negotiation skills, good numerical skills, and a keen eye for detail.

### ROLES INCLUDE:

- Lawyer
- Legal Assistant
- Procurement and Contracts Manager

### Chloe Wong | Assistant Procurement and Contracts Officer

I am currently an Assistant Procurement & Contracts Officer (Procurement Apprentice). I have previously worked as a Legal Assistant, Social Media Officer, and a Social Community Leader.

I enjoy how varied my current role is and the challenges it brings. Everyday I learn something new and although Procurement do very different work to Police Officers, I still feel our work is important and has an impact on all divisions of the Force.

The flexibility and benefits that Cheshire Constabulary is great. Internal progression seems to be heavily focused on too, which is another factor in why I chose to apply for a role at Cheshire Constabulary - it shows that they really value their staff/officers and want you to excel.

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## PEOPLE SERVICES | HR

A career in People Services provides an opportunity to provide key HR services as well as develop new products and ways of working. The department is ambitious and future focused, you will be working in a fast-paced environment supported by experienced colleagues.

People are our most important asset and People Services ensures the Force has the capacity and capability to build high performing teams supporting the delivery of the Force priorities and protecting the public across Cheshire. People Services have the rewarding and important role of enabling and engaging its people to create this culture of performance by working closely with senior command teams and operational managers.

### Specialist teams within the department include:

- **Employment** offer assistance with day to day queries from all employees
- **Leadership and skills development.** The team design a variety of learning methods and programmes to develop talent and ensure staff and officers have the skills needed
- The **Payroll and DMS** teams ensure pay and allowances are processed accurately and ensure compliance to legislation, Police Regulations and the Police Staff Council handbook
- **Performance and digital services** provide people analytics to offer insight into our workforce to enable continuous improvement
- **Talent Acquisition** are responsible for the recruitment and on-boarding of all roles in force as well as police officer promotion processes
- **Wellbeing and Inclusion** team develop strategies and initiatives to champion wellbeing and inclusion within the force
- **Workforce planning** forecast and ensure succession planning of workforce. Produces annual strategic workforce analysis and plan.

Trainers provide courses for key skills, for a variety of roles and make best use of learning technology

### ROLES INCLUDE:

- **HR Assistant**
- **HR Advisor**
- **HR Business Partner**
- **Trainers**



### **Sarah Robertson | HR Resourcing Officer**

I currently work as a HR Officer in the Talent Acquisition Team. My role involves overseeing the recruitment journey for Police Constables and Special Constables at Cheshire Constabulary. My favourite part of my job is seeing through the whole recruitment journey from start to finish. From the advert opening to then seeing all the successful candidates at their welcome meeting and seeing how excited everyone is to finally start in their new role! It gives me a great sense of pride knowing that the team and I have recruited many Police Officers and help to keep the streets of Cheshire safe. There is never a dull moment in my job, and I love to get out and meet people all over Cheshire at our career events. Prior to this job I worked in the travel industry for many years but as my husband is a Police Officer and works shifts I needed a job that offered a better work life balance for our family.

### **Dan Chadwick | Workforce Planning Assistant**

I started working for Cheshire Constabulary shortly after I graduated from university. In my first role I worked on the HR Helpdesk which I thoroughly enjoyed as I was able to build the foundation of great professional relationships with colleagues across the force by supporting them through a wide range of HR queries.

I have since moved teams and I am now one of the Workforce Planning Assistants where I continue to build and maintain strong relationships with colleagues seconded to regional collaborations such as the NWROCU and CTPNW to name just a few! This fills me with immense pride coming to work every day as I know I contribute to making not just Cheshire but the whole of the North West region a safer place to live.

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## PLANNING AND PERFORMANCE

The Planning and Performance Department provide a range of key services which directly support Chief Officers in managing the Force and improving the services delivered to the public of Cheshire.

### Research and Business Intelligence

This team manages and develops the force's performance reporting tool, Power BI, providing a range of dashboards to help officers and staff at all levels understand performance and identify trends. The team also provide analytical reports and products to Chief Officers to provide insight on how well policing services are being delivered.

### Service Improvement Team

Predominantly a team of police officers who undertake performance review and inspection activity to reality test the quality of services being provided.

### Crime Registrar

A small team of police staff responsible for enabling the Force to comply with the Home Office Counting Rules for Crime.

### Planning, Performance & Risk

This team covers a broad range of areas including preparing the Chief Constable's Force Management Statement, managing external Inspection activity by HMICFRS, internal audit, Health and Safety and Business Continuity.

There are a variety of roles within Planning and Performance at all levels and there are good career development opportunities for staff who are analytical, good at problem solving and enjoy working over a diverse range of business areas.

### ROLES INCLUDE:

- Crime Reviewer
- Data Delivery Assistant
- Intelligence Analyst





## PROFESSIONAL STANDARDS AND FORCE VETTING

The Complaints department within Professional Standards plays a vital role in supporting members of the public with their dissatisfaction with how the police have handled their crimes and reports to the Police to ensure they receive important victim contact and reassurance.

They are responsible for ensuring complaints are recorded in a timely manner and members of the public are updated on their complaints progress. This includes the Managers and Complaints Officers quality assuring reports from the local policing area to ensure there is transparency and ensure the complaint has been handled in a reasonable and proportionate manner. Our Admin function also ensure business interests and Gifts and Gratuities are recorded for transparency.

This includes managing relationships with our internal stakeholders and the Office of the Police and Crime Commissioner (OPCC) and Independent Office of Police Conduct (IOPC) producing reports and letters that are reviewed independently.

We are responsible for ensuring the Code of Ethics and professional reputation is adhered to for Cheshire Police.

Vetting is an integral part of the Forces framework of ethics and professional behaviour. It assists in identifying individuals who are unsuitable to work within the police service or have access to police assets. A thorough and effective vetting regime is a key component in assessing a persons integrity.

The Force Vetting Unit processes approximately 1500 vetting applications per year. On each application checks are conducted on police systems against the applicant, their family and associates. The Unit scrutinises information located to assess a subjects suitability to hold vetting status resulting in vetting status either being granted or declined.

As vetting is a 'snapshot in time' it is important that vetting of personnel is regularly reviewed to ensure that the most current and up to date information is recorded with regards to the subjects.

### ROLES INCLUDE:

- Complaints Officers
- Force Vetting Officers

# INVESTIGATIONS Roles



## CRIMINAL JUSTICE

Criminal Justice department contains a number of teams who support the Criminal Justice process as well as providing safeguarding and victim focused care. Within the roles staff become knowledgeable in the criminal justice process, relevant legislation and the use of Police Systems as well as working closely with partner agencies. Teams include:

**Courts and Criminal Records** - ensure information is updated and recorded accurately in Police Systems to protect victims from harm, support the prosecution of offenders and protect communities from criminality.

**Criminal Justice Support** - act as a conduit between the Officer in the Case and the Crown Prosecution Service, ensuring documentation is accurate and to the required standards to assist in bringing the case to timely resolution to allow closure for both victims and witnesses.

**Disclosure and Barring** - complete checks on local and national systems to process enhanced DBS applications for individuals who have applied to work within the Child and/or Adult Workforce.

**Exhibit Management** - provide an evidence and property management service including inventory control and disposal of items of evidence and found property. This includes the secure retention, storage and disposal of cash, drugs, firearms, frozen items, general property, media, and delicate and sensitive items of evidence.

**Victim and Witness Care** - provide a single point of contact for victims and witness going through the court processes ensuring they are kept updated. They also complete needs assessment of victims and identify appropriate support services working to aid their recovery.

### ROLES INCLUDE:

- **Criminal Justice Support Officer**
- **Exhibit Management Officer**
- **Victim and Witness Care Officer**

## ECONOMIC CRIME UNIT

The Economic Crime Unit (ECU) is made up of three teams:  
**Cyber Crime, Fraud and Financial Investigation.**

All three teams have a mixture of both Police Officer and Police Staff roles. The team is focused on providing a victim-focused service and are passionate about relentlessly pursuing those who gain financially through harming our communities and stripping them of their assets.

**Fraud** - primarily investigate serious and complex fraud investigations, working with vulnerable victims of fraud and offer bespoke safeguarding advice and training to the wider community.

**Financial Investigation** - work closely with all departments across the Force to support investigations into acquisitive crime, however the primary purpose of this team is to recover assets from criminals who have benefited from the proceeds of crime.

**Cyber Crime Team** - part of a regional and national network that is responsible for responding to and tackling cyber dependent crime. Staff have the opportunity to specialise in certain specific areas of cyber such as hacking, crypto-currency, dark-web and networking.

The Cyber Crime Team is uniquely placed to not only deal with matters relating to cyber-crime but to support the rest of the organisation either directly through supporting investigations and operations or through providing training and development.

### ROLES INCLUDE:

- Financial Investigator
- Investigation Support Officer



## INTELLIGENCE

Intelligence is collected information that has been developed for action and is at the heart of most of our operational policing. A variety of sources are used to obtain information all of which contribute towards detecting and preventing crime and protecting vulnerable people. Our vision is to manage and produce meaningful intelligence to support Cheshire Constabulary in delivering even safer communities. Working in intelligence is challenging but rewarding and there a variety of intelligence Police Staff roles, these are mainly office based.

Within Cheshire Constabulary, intelligence is managed by the Force Intelligence Bureau (FIB). This department is split into **Local Intelligence, Overt and Intelligence Analysis**.

**Intelligence Analysis** - analyse information and complex data, working in order to present fact and support decision making.

Police staff can progress from Intelligence Officers through to fully accredited Analysts. Development is also in place to support the Intelligence Professionalisation Programme (IPP).

**Local Intelligence** - has roles for Local Intelligence Officers and Researchers. These staff members are based within Headquarters and Areas and assist in providing support and advice as well as developing intelligence and collating information.

**Overt** - formed of the Intelligence Management Unit (IMU) and Central Intelligence Team (CIT).

The IMU provides 24/7 cover for the force providing out of hours live time support.

The CIT receive, evaluate and process intelligence for the force.

Roles within Intelligence incorporate a wide range of transferable skills that individuals could have gained without having any traditional Intelligence training or background. Some of these transferable skills include, but are not limited to, the ability to prioritise, problem solving, communication skills, the ability to work under pressure, skilled in building relationships and the ability to take responsibility for your own actions and decisions.

### ROLES INCLUDE:

- Intelligence Analyst
- Intelligence Officer
- Researcher

## FORENSIC INVESTIGATIONS

The department encompasses multiple specialist teams and roles supporting investigations through the recovery, identification, and examination of evidence. The main functions of Forensics are:

**Crime Scene Investigation** - attend an extensive range of scenes to record, recover and process forensic evidence, with the intention of identifying persons present at a scene or negating their involvement in a crime. The forensic intelligence gathered is also used to link scenes and establish the sequence of events and attribute them to the suspected person.

**Case Management** - review the progress of forensic cases, evaluating evidence and advising further examination strategies considering the effectiveness, evidential value, cost and timeliness of submissions. Being part of this team will develop your forensic awareness, knowledge and understanding of legislative requirements of forensic science and understanding of the requirements of the Crown Prosecution Services with particular focus on evidential standards and/or judicial requirements.

**Identification Bureau** - forensically examines and compares fingerprints and footwear impressions and CCTV stills recovered from crime scenes. The team supports investigations through the provision of intelligence and providing identifications.

**Laboratory Team** - use chemical and physical techniques to enhance, recover and record maximum potential fingerprint, footwear, and other trace evidence to help further enquiries for the purpose of detecting crime. Laboratory Officers will attend major crime scene and work closely with other departments and Forces.

**Quality Assurance** - primary aim is to maintain and gain further accreditation for forensic science activities and quality aspects across all units within Forensic Investigations and the Digital Media Investigation Unit.

**Forensic Collision Investigation Unit** - forensic vehicle examination staff are nationally recognised experts in Forensic Vehicle Examination, who are primarily responsible for the examination of vehicles involved in serious and fatal road traffic collisions to establish or negate any vehicle faults that may have been contributory to the collision.

### ROLES INCLUDE:

- Crime Scene Investigator
- Forensic Identification Officer
- Quality and Compliance Officer



## MAJOR INVESTIGATION TEAM

The Major Investigation Team are responsible for the investigation of all Homicide offences and other serious complex investigations.

These might include high-profile victims or perpetrators and other cases that require the use of Major Incident Rooms and HOLMES which is the nationally used database for managing large scale investigations.

The MIT are based across three locations across the Force (Warrington, Winsford and Blacon) with the Major Crime Review Team based at HQ and the Coroner's Office based within Local Authority premises in Warrington.

The Coroner's Officers assist with the administration, family contact and investigation of unexpected deaths across the County that are referred by Police or Health Service partners.

### ROLES INCLUDE:

- Investigation Support Officer
- HOLMES Administrator



# OPERATIONAL Support



## CUSTODY

A dedicated department where detainees are held after they have been arrested until they are seen by a court or released. The majority of staff based in Custody are Detention Officers who are responsible for the welfare and wellbeing of detainees.

### ROLES INCLUDE:

- Detention Officers - Blacon | Middlewich | Runcorn

## POLICE COMMUNITY SUPPORT OFFICERS (PCSOs)

PCSOs work at the heart of the community, operating as part of a team alongside police officers, to offer a visible and reassuring presence to the streets.

The role of a PCSO is both a varied and a demanding one. Each day brings new challenges, from engaging with the community to dealing with anti-social behaviour. PCSOs provide support to the frontline and have the drive and desire to make a difference. PCSOs need to communicate effectively and calmly in difficult situations.

One of the key activities of a PCSO is to engage with the local community to provide reassurance and to work with the local community to tackle issues of concern. As such, PCSOs regularly deal with members of the public and build links with employers and business and community leaders. PCSOs have some limited powers suited to the role, but do not have the power of arrest and do not interview or deal with prisoners or investigate serious crimes.

**The initial training course for PCSO is six weeks in which topics covered are policing communities, decision making and discretion, team working, communication, problem solving, and powers designated to PCSOs.**

## PUBLIC CONTACT

Public Contact is at the front line of policing, providing that vital first point of contact between the public of Cheshire and operational police officers, consistently providing a first-class service to the people of Cheshire

Public Contact are responsible for the receipt, accurate recording, and management of all forms of contact this includes:

- The receipt of Emergency and Non-Emergency calls
- The prompt deployment of police resources to incidents
- The accurate recording of crime
- The management of social media
- The management of the Forces 5 front counter services across the county

This is a challenging but rewarding and vital role in the force, offering progression opportunities into coaching and supervisory responsibilities.

### ROLES INCLUDE:

**Communications Operators** - responsible for the timely receipt of emergency and non-emergency calls, making decisions and ensuring accurate recording of all details before completing structured risk assessments which deem whether an incident requires attendance. Handling both 999 emergency and 101 non-emergency calls that are as diverse as the communities we serve.

**Crime Recorders** - responsible for the accurate and timely recording of crimes reported to the Force. Assessing and analysing crime incidents or submissions, recording them in line with Home Office Counting Rules.

**Helpdesk** - dealing face to face with members of the public reporting various matters. Front counter staff are also used to manage non-emergency calls during peak evening time demand.

**Triage Operators** - manage general enquiries. Requiring a problem-solving approach first point of contact, this role is also responsible for the day-to-day management of the Forces social media accounts.

A career within Public Contact provides the opportunity to work in a fast-paced environment supported by training and experienced colleagues it will be demanding but also the most rewarding ensuring calls for service from the public of Cheshire are managed and victims are supported.



## RESOURCE MANAGEMENT UNIT

The Resource Management Unit (RMU) is an essential department within the force overseeing police resources.

They manage the scaling of officers placed on the front line ensuring those responding to incidents fully trained. Facilitating them to do their role safely and to the best of their ability.

We are also responsible for processing the movement of resources around the force to ensure accurate staffing records are maintained.

Working within the RMU looks different every single day but examples of tasks you will complete are:

- Dynamically responding to live incidents occurring around the force ensuring staffing in place to protect public safety and ensure the best possible resources for an investigation
- Planning departmental staffing and responding to shortages
- Escalate resource concerns to business leads to accurately identify and resolve their departmental resource needs taking ownership and making recommendations to address the same
- Develop working relationships with all departments around the force and learn the functions of all areas of the business
- Learn about the differing roles and demands required for larger scale deployments protecting public safety

**Decision making and personal responsibility are key skills which are needed for working within RMU.**

### ROLES INCLUDE:

- **Duty Planning Assistant**
- **Duty Planning Supervisor**

## ROADS AND CRIME OPERATIONS

The Roads and Crime Unit has many teams within it that all work together to deliver the Roads Policing Strategy.

People are dying on our roads as a result of motorists' poor driving, reckless decisions and momentary lapses in concentration. Fatal collisions are heart-breaking - for the family, for the community, and for the responding emergency services staff who have to witness the tragedy and subsequent aftermath. Stopping any more deaths from occurring as a result of something unnecessary and totally avoidable is a top priority for us.

- Bring Offenders to justice (Fatal 5) and reduce Anti-Social Driving and Riding
- Denying criminals use of our roads
- Respond Professionally to Serious and Fatal Collisions
- Problem solving approach to prevent future harm

### ROLES INCLUDE:

- Safety Camera Technician
- Ticket Office Clerk
- Traffic Management Officer



# Recruitment Process

**If you are interested in working for us, the recruitment process can seem daunting, therefore these next pages provide information and guidance on the process.**

The Force values the differences people bring and is committed to creating an inclusive and diverse workforce. This is recognised through the Force's ranking in the Inclusive Top 50 Employers List, Disability Confident Leader status and our British Dyslexia Association Friendly Workplace Pledge.

Reasonable adjustments and accommodations can be made to ensure a fair recruitment process. Please contact the Talent and Acquisition team for confidential information and support via [HR.Talent.Acquisition@cheshire.police.uk](mailto:HR.Talent.Acquisition@cheshire.police.uk).

## Application

Police Staff roles are advertised on our recruitment system which can be accessed through the Cheshire Police website.

You will be required to provide personal information, name, address DOB etc. and some additional questions designed to assess your skills and experiences against the role you are applying for. This may be in the form of a supporting statement or specific questions set by the hiring manager.

## Hints and Tips

- Consider if the role is right for you, does the salary meet your expectations, are you able to accommodate shift work (if the role calls for this), are you able to get to the location?
- Read the advert text in full. This can provide further information on specific skills or experience the manager is looking for that falls outside of the role profile.
- Read the role profile. Are you able to evidence the experience, skills and knowledge needed?
- Make sure that you fully answer the question being asked and utilise the specified word count
- Demonstrate your suitability making sure your responses are relevant to the role you are applying for and provide relevant experience and examples



**The force is a Disability Confident Leader. Any candidate who has not met the hiring managers benchmark but who has met and passed the minimum criteria is guaranteed an interview.**

### Lower Scoring Answer

At my current job, it was a busy shift and the team had lots to do. I decided we should split the work between us but some didn't agree. I said, I am Team Leader so we will do it this way and we need to get on with it. In the end, everyone worked in the way I decided was best and the shift ended.

## EXAMPLE ANSWERS

### Question

**Tell us about a time when you made a decision that others have not agreed with?**

### Higher Scoring Answer

At my current job, I was Team Leader on a weeknight shift. Usually these shifts are quiet giving us time to unpack deliveries and serve customers at the same time. On this occasion an event was taking place nearby that meant we were unusually busy. We needed to ensure customers were served, maintain our high levels of customer service and unpack a delivery which was urgently needed for the next morning.

As Team Leader I assessed the tasks that needed to be done and allocated team members to them depending on their strengths and levels of training. I held a team meeting to assign tasks and ensure everyone knew what was expected, some team members were not happy with the roles they had been given and raised this at the meeting. I explained the rationale around why they had been given these tasks and reinforced the message that we had a lot to do this shift, so we needed to work as a team.

In clearly explaining why these decisions had been made, and how they benefited the team and the morning shift, I persuaded the team members to work in the way I had suggested. Overall it was a successful shift with no complaints from customers and all of the order unpacked for the next day.

## INTERVIEW

- If you would like to request Reasonable Adjustments, please complete the form on our recruitment system. Alternatively email [HR.Talent.Acquisition@cheshire.police.uk](mailto:HR.Talent.Acquisition@cheshire.police.uk)
- Make sure you plan your journey and parking; our HQ has a visitors car park, but you may be interviewed at one of our Local Policing Units which often have limited parking available
- Expect a formal interview with a minimum of two people on the panel. One may be a police officer depending on the role that you are applying for
- The panel are there to support you and want you to do your best. They may prompt or ask follow up questions to help you provide the best evidence possible
- Be familiar with the role, so you can provide relevant examples and responses
- You will be assessed against the role profile and the Competency and Values Framework (CVF) at the level aligned to the role you have applied for (in the role profile)
- Structure your response so that it has a start, middle and end. If you have an example which relates to the question, then tell the panel about it
- REMEMBER to answer the questions being asked!

# Benefits

The following benefits are available to members of police staff:

## Blue Light Card

Provides the opportunity to save online with hundreds of retailers and venues via the website, mobile app or card that can be used in high street stores and restaurants.

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## Career Breaks

Staff can take a career break for the purpose of caring for a dependent, education or to undertake voluntary work.

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## Continuing Professional Development (CPD)

Courses, training, and support to give you skills for life.

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## Eyesight Testing

The Constabulary will fund eye examinations and hearing tests for both police officers and police staff where they use visual display screen equipment for a large part of their normal duties and request it.

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## Family Leave

We offer enhanced maternity and adoption leave pay with up to 26 weeks at full pay inclusive of Statutory Maternity Pay or Statutory Adoption Pay.

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## Flu Vaccinations

The force offers Flu Vaccination Vouchers to all staff and officers. If you are not eligible for a flu jab via the NHS, you can get a voucher or get yourself vaccinated privately and recover the cost as an expense.

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## Holidays

On joining police staff receive 24 days paid annual leave plus 8 days public holiday entitlement. After 5 years continuous service the annual leave increases to 29 days and rises to a maximum of 32 days after 10 years' service.

## Hybrid Working

Where suitable for the role, Police Staff can work from home or another Cheshire Constabulary location different to their usual place of work

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## My Lifestyle Hub

Offering:

- Cycle to Work scheme
  - Electric car scheme
  - High street retail discounts
- 

## Occupational Health

Based at the Wellbeing Clinic at Winsford HQ, our occupational health provider has a team of highly experienced and qualified medical professionals who enable you to be well at work.

As part of the Occupational Health provision we are able to offer a free counselling service to all members of staff.

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## Pension

Local Government Pension Scheme is a defined benefit scheme which means your pension is based on your salary and how long you pay into the Scheme. The fund provides you with a guaranteed future income. Unlike some schemes your pension is not affected by share prices and stock market fluctuations.

Benefits for your loved ones include life cover and pensions for surviving dependents and protection for you in case you have to take your benefits early through ill health.

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## Recognition of Performance and Commitment

The Force has various awards to recognise staff for their achievements, dedication and commitment.

Long Service award and increment for those with 20 years continuous service.

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## Sports and Social Club

- Membership is available from less than £5 a month
- Access to gyms situated in Local Policing Units and HQ
- Diverse range of teams and clubs such as athletics, fishing, golf, hockey, walking and sailing
- Exclusive discounts and offers
- Discounted use of the club's holiday home



## Wellbeing Rooms

Wellbeing or quiet rooms are available at HQ and all Local Policing Units for quiet reflection, meditation, prayer, or respite for medical conditions.

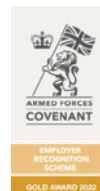
## Work/Life Balance

Various working patterns available within the organisation which can provide the work/life balance to suit you.

Flexi time scheme - ability to vary working hours around a fixed core time with additional hours banked as flexi-leave.

For those where shift working better suits their needs staff will be paid shift allowance of 12.5%, 15%, or 20% depending on the pattern.

Part time roles are advertised, and staff can request to reduce their contractual hours or change their working pattern in their existing roles.



## Useful resources

Cheshire Police Careers Page	<a href="https://www.cheshire.police.uk/police-forces/cheshire-constabulary/areas/cheshire/careers/careers">https://www.cheshire.police.uk/police-forces/cheshire-constabulary/areas/cheshire/careers/careers</a>
College of Policing Pathways	<a href="https://www.college.police.uk/career-learning/career-pathways">https://www.college.police.uk/career-learning/career-pathways</a>  The College of Policing have designed a range of career pathway resources for Officers and Police Staff.



# NOTES

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**Where you  
will be...**

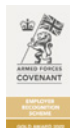
**Trusted,  
Developed,  
Supported,  
Protected,  
& Valued**

## Start your career with **us.**

If you want an exciting career with challenge and opportunity, join our inclusive policing family and support us while we support you in delivering even safer communities for the whole of Cheshire.

**[cheshire.police.uk/careers](https://cheshire.police.uk/careers)**

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Cheshire Police



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