



## **FRONT DESK AUDITOR SCHEME**

### **ROLE DESCRIPTION**

#### **The roles and responsibilities of a Front Desk Auditor are:**

- 1.** To adhere to the 'Memorandum of Understanding' and the 'Scheme Guidance' issued by the OPCC on commencement of the role;
- 2.** To undertake visits to police estate in accordance with the 'Scheme Guidance' and training to check that front desks located with police stations are accessible and deliver the required level of information and service. Visits will also check on the conditions of police estate and the service delivery standards of Front Desk Staff.
- 3.** To maintain professional working relationships with OPCC staff and police officers/staff;
- 4.** To complete a report form on the front desk audit, ensuring that all relevant information is recorded accurately, clearly and concisely;
- 5.** To complete and submit expense claims in-line with the scheme guidelines;
- 6.** To attend the annual Front Desk Audit meeting and other training sessions as required by the OPCC;
- 7.** To undertake all reasonable instructions requested by the Chief of Staff.