

# RECRUITMENT CHARTER – POLICE COMMUNITY SUPPORT OFFICERS

Our purpose is to work with the people of Hertfordshire to achieve safety, justice and reassurance for all. We strive to deliver the best possible service to our communities, and our service commitments let you know what you can expect from us and how you can work with the Constabulary in the most effective way.

- An application pack will be despatched to you within two working days of your request
- If you submit a paper application you will receive an acknowledgement card. If your application is completed on-line your acknowledgement will be delivered via e-mail
- Your application will normally be shortlisted within 10 working days. If this is not the case you will be informed
- If you do not hear from us within four weeks of submitting your application you can assume that you have not been successful. All internal candidates will be contacted
- If you would like feedback at this point please write to the Central Admin Team, Human Resources at Police Headquarters
- If you have been successful at shortlisting you will be invited to attend a competency based interview. You will also be sent security and medical forms for your completion. We will aim to give you at least five working days of the interview. Please bring with you your completed medical and security forms.
- Within five working days of the interview you will be informed of the outcome in writing. You will be informed at the interview if this will not be the case, this should only occur if the interviews are taking place over a number of days.
- If successful you will be given a conditional offer of employment which will be subject to medical, security clearance and references. At this point you will be given a named contact who will keep you informed of your progress
- We will aim to have these checks completed within 30 working days however if we need to obtain medical reports from e.g. your GP this may take up to six weeks. We will contact you after four weeks and then if necessary every week after that to update you on your progress
- If any of the checks undertaken are not satisfactory and it becomes necessary to withdraw your offer of employment you will be informed of this in writing. It may not be possible for us to disclose the reasons behind this
- Once all of your checks have been satisfactorily completed you will be contacted to agree a start date which will be on the next available intake date. Do not serve your notice to your employer until you have heard from us.
- Within three working days of this you will receive your final offer letter, contract of employment and details of your first day

## COMPLAINTS AND APPEALS

If at any stage of the recruitment process you would like to make a complaint or appeal a decision that has been made, please put this in writing for the attention of:

**Claire Fordham, Recruitment Manager, Hertfordshire Constabulary HQ, Stanborough Road, Welwyn Garden City, Hertfordshire AL8 6XF**