



## Welcome Pack

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## Welcome Pack

### Introduction

We are pleased that you have chosen to work at The Westshire Centre. We will do all we can to make sure that you settle into your new job quickly and enjoy your time at work.

During your first week we will give you the induction pack and guide you through the induction programme. However, we have found that new employees like to have some basic information about the centre and their work before they start work. As a result, we have created this welcome pack and we hope it will help you. Please take some time to read it.

The following documents are included in this pack:

- Information about the centre
- Operations Department
- Customer Services Officer – main duties and responsibilities
- Equality Policy Statement
- Visitor Code of Conduct
- Westshire Centre Standards of Performance and Ethics

We very much look forward to working with you.

A handwritten signature in black ink that reads 'Denise Dourado'. The signature is written in a cursive style and is underlined with a single horizontal stroke.

Denise Dourado  
Centre Manager



## Information about the centre

### Opening hours

The centre is open from 9am to 9pm Monday to Saturday and from 11am to 5pm on Sundays and bank holidays.

### Access

We have a car park for 6,600 vehicles and there are roads that link to the local motorway and main roads. There are regular bus services to the centre from many of the nearby towns and villages. The nearest train station is at Sandford and buses run every 15 minutes between the station and the centre.

### Wheelchair access

There are spacious malls and wide entrances to all shops and stores. All facilities are easily accessible to everybody. There are 200 car parking spaces for people who have a disabled person's badge. Wheelchairs are available for free from the main customer services desk.

### The shops

There are 156 shops, including a large department store. Many of these shops are high street chain stores, but there are also a number of smaller independent shops and services. The shopping area is spread over two floors.

### Food

The food court is in the middle of the ground floor of the shopping area. There is food and drink to suit many people's tastes. There is also a licensed bar.

### No-smoking policy

In line with current legislation and for the safety and comfort of everyone, smoking is not allowed, except in areas outside of the centre.

### Customer services desks

The main customer services desk is next to the food court. There are two other support desks in the centre. Our friendly customer services staff will help you with any problems.

### Medical facilities

The medical centre is run by a registered nurse and other qualified first aiders and is next to the main customer services desk. You can use the medical centre when the centre is open. The registered nurse will be able to give you a consultation and, if necessary, arrange emergency appointments with a doctor at the local surgery.



## **Operations Department**

The operations department provides customer, housekeeping and security services in the centre. The operations manager is responsible for making sure that these services are provided in an efficient and effective way.

### **Customer services**

The customer services team is made up of ten Customer Services Assistants and three Customer Services Officers, who all report directly to the Operations Manager. The Customer Services Assistants work at the three customer services desks, providing information and help to visitors and customers.

The Customer Services Officers are responsible for dealing with complaints and any serious problems from anywhere in the centre. They do not supervise staff, but they do work with managers, the operations department, staff and customers on all customer services issues. The main customer services desk is located next to the food court. All three desks are open when the centre is open.

### **Housekeeping**

The housekeeping team is made up of 20 full-time and part-time cleaners. They are responsible for cleaning all the general areas of the centre. There are two duty housekeepers who supervise the housekeeping team.

### **Security**

The security team is made up of 30 security guards and three security supervisors. They are responsible for keeping buildings and property secure and for protecting the security and the health and safety of customers and visitors within the centre. The number of security guards on duty at one time varies from eight to 20. The security team also monitors the CCTV cameras (there are eight at various places around the centre).

### **Police**

There is a police station in the centre. It is not open 24 hours a day, but it is a place where customers can contact the police. Two officers from the Sandford Division of the Westshire Constabulary are based at this station. As well as their other duties they patrol the areas around the centre. They support the security team and try to respond quickly and help staff.



## **Customer Services Officer**

### **Main duties and responsibilities**

Customer Services Officers work in the operations department and are managed by the Operations Manager.

Customer Services Officers' main duties and responsibilities are as follows:

- To make sure that customers and visitors receive the highest level of customer service
- To act and ensure decision making is aligned with the centre's Standards of Performance and Ethics at all times.
- To receive, investigate and deal with complaints from customers, visitors and staff who are not happy with any services
- When necessary, to write accurate reports of incidents, events and suggest ways to deal with problems
- To give staff and customers advice about the centre's Equality Policy Statement and make sure staff and customers meet the conditions of the statement
- To help managers make sure there are safe working practices in place in the centre.
- To provide a range of customer services to customers and visitors to the centre, (as it says in our policies), including:
  - dealing with any serious problems
  - making announcements over the tannoy
  - helping with lost property when asked to by Customer Services Assistants
  - providing information services
  - looking after lost children until they are collected by their parents or guardians
  - working with managers, the operations department and customers on all customer services issues.



## Equality Policy Statement

This policy applies to every member of staff within The Westshire Centre when dealing with colleagues and customers.

It is the policy of The Westshire Centre that no member of staff or customer should be unlawfully discriminated against or harassed. Discrimination includes treating a person less favourably because of age, sex, sexual orientation, gender reassignment, race, religion or belief, disability, marriage and civil partnership, or pregnancy and maternity.

Harassment includes any unwanted conduct (including words, behaviour or a combination of both) directed at a person on the basis of age, sex, sexual orientation, gender reassignment, religion or belief, race or disability and which has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment.

The Westshire Centre will not tolerate discrimination or harassment of any kind and takes all necessary steps to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by law and to advance equality of opportunity. We regularly review and monitor all of our practices and procedures.

Any person who believes that a member of staff is discriminating against or harassing a colleague or customer should take action as quickly as possible. We recommend doing the following:

- a** Ask the person to stop. (In some cases people may not be aware of the effects of their behaviour.)
- b** Discuss the problem with an appropriate person. If you are not sure about what to do, whether the behaviour could be classed as discrimination or harassment, or whether you should make a complaint, you can get advice from a Customer Services Officer or your manager.
- c** Make a formal complaint. You can complain in writing to the Centre Manager. The Centre Manager will then investigate your complaint and take appropriate action.



### **Visitor Code of Conduct**

To make sure The Westshire Centre provides a safe, friendly and enjoyable environment for everyone within the centre grounds, you must not:

- behave antisocially including swearing, shouting, blocking walkways or public areas, acting dangerously
- display notices or wear clothing that other people may find offensive
- run, climb on or misuse escalators
- sit on barriers, fences or railings
- use lifts inappropriately
- use scooters, rollerblades, rollerskates or skateboards
- cycle in any areas other than on roads and parking places
- smoke, except in designated areas outside the centre complex
- use fire escapes, except in an emergency
- use or leave shopping trolleys in non-designated areas
- bring animals or pets (except assistance dogs) into public areas
- sell goods, carry out surveys or interviews, hand out leaflets or busk without our permission
- drink alcohol except within licensed premises
- commit acts of damage or theft.

The Westshire Centre reserves the right to escort anyone found to not be abiding by this Code from the premises and to ban individuals from entering the centre in future. Where necessary, the police shall be called for assistance.

Thank you for your co-operation.





## **Westshire Centre Standards of Performance and Ethics**

These guidelines have been produced to ensure that staff working at the Westshire Centre are always acting to the highest standards and expectations.

### **Integrity –**

- You must always act in the interest of customers.
- You must provide a high level of service.
- You must challenge /report improper language or behaviour from colleagues or customers in an appropriate manner.

### **Fairness –**

- You must treat everyone fairly regardless of age, gender, ethnicity or any other personal characteristic.
- You must not act in ways which are biased or prejudiced for or against others.

### **Respect –**

- You must show respect to both colleagues and customers regardless of the situation.
- You must use language appropriately and sensitively with others.

### **Honesty –**

- You must be honest in your interactions with people.
- You must clarify any ambiguities and not misrepresent any facts when dealing with colleagues or customers.