

# JOB DESCRIPTION



Role title:	Contact Management Operator
Grade and salary:	<p>Grade E - £20,706- £26,016 per annum</p> <p>Appropriate allowances payable for shift work and unsocial hours.</p> <p>(This could equate to an additional £5,000-£6,000 per annum.)</p>
Hours:	Permanent Full Time Positions – 37 hours, 24 hours/7-day week shift pattern
Department or Division:	CMARC
Location:	Force Headquarters, Ripley
Post reports to:	Contact Management Team Leader
Suitable for job share or part-time:	No
Other considerations:	<p>All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.</p> <p>The full-time roles cover a 24 hour. 7 day a week shift pattern attracting a 20% shift allowance and weekend hour's payment. There is a rotating shift pattern of 4 days on and 4 days off which includes evening, night and weekend shifts.</p> <p>Please note that, due to the nature of security checks undertaken, applicants must have 5 years' continuous residency in the UK up to the date of the application and Home Office approval for indefinite leave to remain within the UK.</p> <p>Successful applicants must be aware that annual leave or time off will not be permitted during the first 8 weeks of the training period.</p> <p>Successful applicants must be aware that it may not be possible to accommodate pre-booked leave.</p> <p><u>Skills Test</u> All applicants who are successfully shortlisted will be subject to a Skills Test prior to interview.</p> <p>Further information will be provided throughout the recruitment process regarding this however the assessment includes transposition, listening and spelling.</p>

### Training

Successful candidates will attend a comprehensive training course which covers all aspects of the role. This takes place over a period of up to 16 weeks.

The 16 weeks of training is worked on a 5 day on, 3 days off pattern. The first 6 weeks of this will be day shifts only. During this initial 6-week period you will be paid basic salary plus weekend working enhancements.

From Weeks 7 – 16 you will remain on a 5 on 3 off pattern however you will work a mixture of day and late shifts and you will be paid 14% shift allowance plus weekend enhancements.

Please note that during the first 6 weeks annual leave will not be permitted due to the importance of the training delivered within this period.

Leave is restricted during weeks 7-16 however an occasional day for a prebooked event may be possible but is at the discretion of the training team.

At Week 17 you will move to your shift group for the mentoring stage and the 4 on 4 off shift pattern working 24/7 commences.

From this point on you will be paid full allowances.

Date last reviewed:

21/12/21

### **PURPOSE AND DESCRIPTION OF JOB ROLE:**

The Contact Management Centre located at Derbyshire Constabulary Headquarters in Ripley is looking to appoint resilient and assertive Contact Management Operator acting as first line contact to our local communities.

The role involves working across both the Force Contact Centre and Force Control Room with both police officers and police staff. Successful applicants will effectively manage operational policing incidents ensuring that adequate resources are deployed to provide a high quality service.

You will ensure that all 999 emergency calls and 101 non-emergency calls from both internal and external sources are answered promptly and professionally in line with departmental and national targets. The role will involve recording incidents in accordance with both the National Standard of Incident Recording and National Standards of Crime Recording.

This role also includes booking appointments for members of the public to be seen at their home address or police station.

## SPECIFIC ROLES AND RESPONSIBILITIES:

It is essential you are passionate about working within a team in a fast-paced and challenging environment to support our local community. The role requires a diverse array of skills including:

- Delivering excellent telecommunications
- Inputting significant information – gathered quickly and accurately
- Listening effectively and extracting information to assess the risk of each situation
- Excellent attention to detail
- To uphold the force's principles of doing the right thing, making a difference and shaping the future.

## SKILLS AND EXPERIENCE REQUIRED:

### Essential:

- Be able to communicate in a concise and accurate manner.
- Have excellent communication skills on the telephone and on correspondence.
- Experience of customer service and or have a background in a customer facing role, however we have found that candidates with various work and life experiences can excel in this role.
- Hold strong IT skills and be competent with computer applications including Microsoft office packages.
- You must have a GCSE English Language Grade C/4 or above or equivalent qualification, or transferable competency in communication demonstrated by experience of interviewing clients/customers.
- Have experience in working as a team.
- Must be able to travel to other stations when required.

## PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

**Acting with Integrity:** Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

**Working with others:** Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

**Problem solving and innovation:** Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

**Planning and organising:** Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

**Communicating and influencing:** Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

**Personal development:** Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

**Delivering results:** Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

**Customer focus:** Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

**Operational and technical awareness:** Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.