

Contact Management Control Room Operator



Role title:

Contact Management Control Room Operator

PURPOSE AND DESCRIPTION OF JOB ROLE:

This is an exciting opportunity to make a real difference in the community you live in. Derbyshire Constabulary's call centre is the heart of the organisation. It's where members of the public contact us if they need our help. It is a challenging but very rewarding role which involves answering emergency calls 999 and non-emergency calls 101 from members of the public.

It also involves dealing with digital contact from the public in various forms such as Facebook, Twitter, and Live Chat. You will deal with a wide range of calls varying from the very serious to the less serious. The types of calls you will handle could include reports of missing people, road traffic collisions, concern for welfare, reports of crimes that are happening now or have already happened where you will be required to record relevant details, make decisions on the action to be taken and give suitable advice.

As your experience increases you may have the opportunity to move into the role of dispatch which is where you would manage a list of incidents and the police resources on the ground, assessing risk and deploying the nearest and most appropriate resource to the location.

You will work as part of a large team which includes police staff and police officers.

Grade and salary:

Grade E - £24,552- £27,690 per annum (Pro rata Part-time)

Plus appropriate allowances payable for shift work and unsocial hours. (This could equate to an additional £8,000-£9,000 per annum for full-time positions.)

Hours and Shift Pattern:

Permanent Full Time Positions – 37 hours, 24 hours/7-day week shift pattern working 4 days on 4 days off which includes evening, night, and weekend shifts.

Part Time Positions - covering 9am to 3pm, 12pm to 6pm or 6pm to 12am. (Up to 24 hours per week).

Due to the nature of the work of the role, there is a requirement to work public holidays, unsocial hours (dependent on hours contracted), including evenings, weekends and on celebration events such as Christmas, etc.

Department:

Contact Management

Location:

Force Headquarters, Ripley.

Post reports to:

Contact Management Supervisor

Yes

Suitable for job share or part-time:	
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>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><u>Recruitment:</u></p> <p>The recruitment process will consist of a series of skills tests relevant to the role during an assessment.</p> <p><u>Training</u></p> <p>Successful candidates will attend a comprehensive training course which covers Contact Handling. This takes place over a period of 8 weeks (Part Time starters must also complete this).</p> <p>The initial 4 weeks of training is worked on a Monday-Friday during office hours. Basic salary will be paid for this period.</p> <p>For weeks 4 to 8 you will move to your shift group for one-to-one training with an experienced tutor, where you will work the 4 on 4 off shift pattern working 24/7. You will be paid full allowances for this period.</p> <p>Please note that during the first 8 weeks, annual leave will not normally be permitted due to the importance of the training delivered within this period.</p> <p>As your experience increases you may have the opportunity to move into the role of dispatch which is where you would manage a list of incidents and the police resources on the ground, assessing risk and deploying the nearest and most appropriate resource to the location.</p>
Date last reviewed:	September 2023

SPECIFIC ROLES AND RESPONSIBILITIES:

Contact Handling:

- Answer and deal with emergency (999), non-emergency calls and digital contacts promptly within departmental and national targets, obtain and record information for incidents and crimes appropriately on relevant police systems.
- Work as part of a team to provide an excellent customer service to the public of Derbyshire, acting professionally at all times.
- Obtain and record information on the constabulary's crime recording system ensuring these are coded appropriately in line with national guidance.
- Be the first point of contact for all types of contacts from the public and other agencies including 999, 101, crime reports, intelligence and general enquiries including both telephone and digital media.
- Manage customer expectations regarding the service that can be provided by giving advice and taking appropriate action.
- Assess and record information accurately, assess risk and prioritise which reports need to be dealt with first, updating and managing incidents and crimes.
- Identify the purpose and circumstances of each contact, record relevant details, make decisions on the action to be taken and give suitable advice.
- Use a variety of applications and systems to maintain and update incident records, audit trails and resource availability to measure and improve performance.
- Recontact callers to obtain and provide updates and explore alternative options to resolve the issue reported.
- Be flexible and undertake other tasks as necessary, assisting colleagues during busy periods. Be prepared to work from a different location at short notice to meet operational needs and undertake any other duty commensurate with the role.
- Act in adherence to all other legal frameworks, key working principles, policies, and guidance relevant to the role.
- Act as a Tutor to new staff joining the department and support them to become an efficient operator.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Essential:

Knowledge/ Education (including qualifications):

- To be qualified to GCSE Grade C or equivalent in English Language or have 12 months' work experience requiring the use of English Language to that standard.

Work Experience:

- Demonstrate experience of communicating effectively by telephone and / or radio systems.
- Demonstrate by example, within a working environment, experience where it has been necessary to receive information, identify the salient points, draw conclusions and initiate appropriate action.

Personal / Interpersonal Skills, Aptitudes:

- Demonstrate proven ability to deal with a conflict, emergency, or stressful situations.
- Demonstrate effective verbal, written and listening communication skills; able to adapt communication style to the situation, able to listen to others and respond in a calm and reassuring manner.
- Demonstrate a willingness to embrace change, a flexible attitude to working hours and an understanding of working shifts.
- Work effectively as part of a team to provide a high level of service to customers, maintaining contact, ascertaining their needs, and providing an appropriate response.
- Demonstrate a level of awareness of diversity issues appropriate to this role.

Desirable:

Knowledge/ Education (including qualifications):

- To hold a National Vocational Qualification Level 3 in a related topic i.e. Customer Service or equivalent.

Work Experience:

- Demonstrate experience of dealing with a wide cross section of the public.

Special Skills:

- To have experience of working in a similar environment that provides a service to customers in emergency situations.
- To have knowledge of legislation in relation to crime and traffic issues.
- Knowledge of Police IT systems in particular the Command and Control and crime and Intelligence systems.
- Knowledge of Management of Police Information (MOPI).
- Knowledge of legislation relating to Data Protection and the Freedom of Information