



## PERSON SPECIFICATION

<b>Area:</b>	Force Headquarters	<b>Job Title:</b>	Contact Handler	<b>Weekly Hours:</b>	37
<b>Section:</b>	Contact Management	<b>Scale:</b>	4 (+ appropriate allowances)	<b>Version:</b>	7
<b>Post No:</b>	B053	<b>Status:</b>	Established	<b>Version Date:</b>	3/9/14

Please describe, with example(s) in section 8 of your application form how you feel you meet each of the numbered essential criteria, and where possible the desirable criteria, below.

<b>Criteria</b> <i>Justifiable as necessary for safe and effective performance of the job.</i>	<b>Essential</b> <i>A clear definition of the necessary criteria.</i>	<b>Desirable</b> <i>Where available, elements that contribute to improved / immediate performance in the job.</i>
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<b>Education:</b>	1. To be qualified to GCSE Grade C or equivalent in English Language or demonstrate experience requiring the use of English Language to that standard.	10. To hold a National Vocational Qualification Level 3 in a related topic i.e. Customer Service or equivalent.
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<b>Work Experience:</b>	2. Demonstrate experience of communicating effectively by telephone and / or radio systems.  3. 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.	11. Demonstrate experience of dealing with a wide cross section of the public.
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<b>Personal / Interpersonal Skills, Aptitudes:</b>	<ol style="list-style-type: none"> <li>4. Demonstrate proven ability to deal with a conflict, emergency or stressful situations.</li> <li>5. Demonstrate effective listening and oral communication skills in a diverse and often challenging environment.</li> <li>6. Demonstrate a willingness to embrace change, a flexible attitude to working hours and an understanding of working shifts.</li> <li>7. 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.</li> <li>8. Demonstrate a level of awareness of diversity issues appropriate to this role.</li> </ol>	
<b>Special Skills:</b>	<ol style="list-style-type: none"> <li>9. Ability to use windows based computer systems, accurately record and retrieve data with a keyboard skill level equivalent to 25 words per minute (typing level tested before interview).</li> </ol>	<ol style="list-style-type: none"> <li>12. To have experience of working in a similar environment that provides a service to customers in emergency situations</li> <li>13. To have knowledge of legislation in relation to crime and traffic issues.</li> <li>14. Knowledge of Police IT systems in particular the Command &amp; Control and crime and Intelligence systems.</li> <li>15. Knowledge of Management of Police Information (MOPI)</li> <li>16. Knowledge of legislation relating to Data Protection and the Freedom of Information.</li> </ol>

### ROLE DESCRIPTION

<b>Job title:</b>	Contact Handler
<b>Post no:</b>	B053
<b>Scale:</b>	4 (applicable allowances)
<b>Responsible to:</b>	Contact Management Centre – Team Leader and Inspector
<b>Responsible for:</b>	No staff supervised.
<b>Contacts:</b>	Members of the public, members of the Force, outside agencies, other emergency services and external organisations.
<b>Role:</b>	<ol style="list-style-type: none"><li>1. Through flexible and committed team working provide a high quality call handling service to members of the community and the Force.</li><li>2. Working a 24 hours rotating shift pattern, 365 days a year</li><li>3. To promote positive relationships and confidence with the caller by delivery of a professional service and by initiating the appropriate course of action.</li><li>4. To provide a specialist service to the customer allocating resources and responses to incidents, which maximises customer satisfaction and confidence in policing.</li><li>5. To record, update incidents, complying with national and local guidance and standards on the management of police information.</li></ol>

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<u><b>Duties</b></u>	<u><b>Responsibilities</b></u>
<b>Operational:</b>	<ol style="list-style-type: none"> <li>1. To act as the initial investigating officer for reports of crime taken over the telephone.</li> <li>2. To liaise with and provide a professional service, to colleagues across the force, external agencies and other forces.</li> <li>3. To provide an appropriate level of guidance and advice in the effective application of the internal, national &amp; local frameworks</li> <li>4. To establish by negotiation whether there is a need for resource attendance or whether telephone resolution can be achieved and take appropriate action</li> <li>5. To co-ordinate with local teams to agree if same day deployment is achievable</li> <li>6. To ensure incidents are coded correctly for the attention of colleagues within the Scenes of Crimes Department</li> <li>7. To use relevant Force IT systems to manage calls in compliance with local, regional and national guidelines</li> </ol>

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<b>Communication:</b>	<ol style="list-style-type: none"><li>1. To receive calls from members of the community, members of the Force and other organisations for help, advice and assistance.</li><li>2. To interrogate callers and deal with queries that do not require police attendance.</li><li>3. <b>Non-Emergency Calls:</b> to answer calls requiring police assistance, to interrogate the caller to establish the severity and nature of the incident and commence an incident log using the force's command and control system.</li><li>4. To liaise with other members of the force for calls requiring their ownership and attention, and to transfer telephone calls to appropriate extensions (including voice mail extensions).</li><li>5. <b>Emergency Calls:</b> to interrogate the caller to establish the severity and nature of incidents and commence an incident log using the force's command and control system.</li><li>6. To initiate appropriate action and to deal with incidents in line with graded response guidelines and the Decision Making Model.</li><li>7. To co-ordinate appointments with the customer agreeing the most appropriate time for attendance which may be that day or a scheduled future appointment.</li><li>8. To answer, investigate and resolve enquiries and demonstrate ownership of each call &amp; for other forms of contact.</li><li>9. To provide help advice and reassurance to customers ensuring that their needs and expectations are properly assessed &amp; recorded and the appropriate service offered.</li></ol>
<b>Administration:</b>	<ol style="list-style-type: none"><li>1. To ensure that incident records and information systems are accurately maintained in a timely manner.</li></ol>
<b>General</b>	<ol style="list-style-type: none"><li>1. Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people</li><li>2. Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.</li><li>3. This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities</li><li>4. Be flexible in terms of working location and be prepared to work temporarily at other locations within the Force area, undertaking a similar role</li></ol>

**POLICE – STAFF****Additional Information:**

Contract Type:	Established		
Date of last Job Evaluation Exercise:	NA		
Training Requirements:	Initial training course and in company period both pass/fail.		
PDR Activities and Behaviours:			
Car User:	<div>Yes / No</div> <div>.NO</div>	Allowance {per mile / day etc}:	
Budgetary Management:	<div>Yes / No</div> <div>.NO</div>	Authority to £ Value:	
People Management:	<div>Yes / No</div> <div>.NO</div>	Total Number & Level:	
Post Funding Method:	Contact Management		
Owner/source of Funding:	Contact Management		
IT Systems Required:	CIS/GENIE, STORM, Outlook, MICROSOFT OFFICE, XC MAPPING		
Skills Required:			
Health tests required:	Applicants must meet the required standard of hearing and eyesight		
Risk Assessment:	<div>Yes / NoY</div> <div>YES</div>		
Job Evaluation:	<div>Yes / No</div> <div>NO</div>		
Security Check Level: (strikethrough checks NOT required)	CTC, RV,		
Additional Information:	Attendance is compulsory on the 6 week initial training course which runs Monday – Friday, 8am-4pm.		

# LEICESTERSHIRE POLICE RISK ASSESSMENT FORM

**HS2**

AREA/DEPT.:                      DATE COMPLETED:                      REVIEWED  
LOCATION/WORK ACTIVITY (GROUP OR INDIVIDUAL POST) ASSESSED:

SPECIAL GROUPS OF PERSONS CONSIDERED:

COMPLETED BY (Risk Assessor):

AUTHORISED BY:

ASSISTED BY:

REMEDIAL ACTION PRIORITY ORDER		
Number	Date Completed	Initials

WORK ACTIVITY		HAZARD		LIKELIHOOD			RISK
No.	Description of task	Description including potential severity	H M L	Groups Exposed. Evidence of previous harm.	Existing Controls in place?	H M L	Hazards x Likelihood