



Job Description

Title – Contact Handler

Version - 7 Date - December 2016

Post Number:	B053
Grade /Scale:	4 (+ appropriate allowances)
Weekly Hours:	37
Department:	Contact Management
Status:	Established
Responsible To:	Contact Management Centre – Team Leader and Inspector
Responsible for:	No staff supervised
Location Work base:	Force Headquarters (FHQ)
Job Role /Purpose:	Through flexible and committed team working provide a high quality call handling service to members of the community and the Force. Working a 24 hours rotating shift pattern, 365 days a year. To promote positive relationships and confidence with the caller by delivery of a professional service and by initiating the appropriate course of action. To provide a specialist service to the customer, questioning and understanding their circumstances and needs. Gathering sufficient information to be able to risk assess utilising NDM and THRIVE to identify the best way to progress the in
Contacts:	Members of the public, members of the Force, outside agencies, other emergency services and external organisations.
Equality and Diversity	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

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.

Work Experience:

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.

Personal / Interpersonal Skills, Aptitudes:

4. Demonstrate proven ability to deal with a conflict, emergency or stressful situations.
5. Demonstrate effective listening and oral communication skills in a diverse and often challenging environment.
6. Demonstrate a willingness to embrace change, a flexible attitude to working hours and an understanding of working shifts.
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.
8. Demonstrate a level of awareness of diversity issues appropriate to this role.

Special Skills:

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). Please enter text here

Other:

Not applicable.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria

Where available, elements that contribute to improved / immediate performance in the job.

Knowledge/ Education:

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

Work Experience:

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

Personal / Interpersonal Skills, Aptitudes:

Not applicable.

Special Skills:

3. To have experience of working in a similar environment that provides a service to customers in emergency situations
4. To have knowledge of legislation in relation to crime and traffic issues.
5. Knowledge of Police IT systems in particular the Command & Control and crime and Intelligence systems.
6. Knowledge of Management of Police Information (MOPI)

7. Knowledge of legislation relating to Data Protection and the Freedom of Information.

Other:

Not applicable.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Core Responsibilities/ Accountabilities

Operational:

1. To act as the initial investigating officer for reports of crime, ASB, missing from homes, rtc, concern for welfares etc. taken over the telephone, via email, or as the role progresses via digital media. After which using NDM, THRIVE and policing powers progressing the call to conclusion by either creating an incident, grading for emergency, priority, negotiated (arranging a diary appointment for the caller) or non-deployment. Where necessary signposting callers to the most appropriate agency to deal.
2. To co-ordinate with colleagues in RAD to actively utilise and promote diary appointments to identify if same day deployment is achievable and appropriate.
3. To undertake intelligence checks on GENIE and Niche to identify and establish any further information which could impact on the progression of an incident to assist with risk assessments in conjunction with NDM and THRIVE
4. To ensure incidents are coded correctly for the attention of colleagues within the Crime Scene Investigating Department
5. To close incidents, when identified as appropriate for non-deployment or telephone resolution in line with NSIR and NICL..
6. To use relevant Organisational IT systems to manage calls in compliance with local, regional and national guidelines

Management/Leadership:

Not applicable.

Communication:

1. To receive calls from members of the community, members of the Force and other organisations for help, advice and assistance.
2. To interrogate callers and deal with queries that do not require police attendance signposting to other agencies if necessary.
3. Non-Emergency Calls: 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, populating the call card and incident log accurately and in a timely manner.
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).
5. Emergency Calls: 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 populating the call card and incident log accurately and in a timely manner.

6. To initiate appropriate action and to deal with incidents in line with the National Decision Making Model, THRIVE and policing powers and policy.

7. To co-ordinate appointments with the customer should a negotiate response apply, which may be that day or a scheduled future appointment.

8. To provide help advice and reassurance to customers ensuring that their needs and expectations are properly assessed and demonstrate ownership of each call & for other forms of contact and the appropriate service offered.

Administration:

1. To ensure that incident records and information systems are accurately maintained in a timely manner.

General:

1. Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people

2. Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.

3. This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities

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

Other:

Not applicable.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Personal Values /Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non policing roles see here : [Competency and Values framework](#)

We analyse critically
We are innovative and open-minded
We are emotionally aware
We take ownership
We are collaborative
We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

Integrity
Impartiality
Transparency
Social responsibility

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

- 1) Recruitment Vetting (RV)
- 2) Please select one -
- 3) Please select one -

Date line manager checked vetting level needed :

Car User: Yes ☐ / No ☒ - Essential /Casual Allowance *{per mile / day etc}*:

Budgetary Management: Yes ☐ / No ☒ Budget Value approximate value £ Please enter text here

Additional Information: Attendance is compulsory on the 11 week training programme.

Reasonable adjustments

Please enter text here