



Job Description

Title – Telephone Researcher

Post Number:	DB349
Grade /Scale:	2 - £20, 490 - £21,018 (SCP 7 – 9) (pro-rata)
Weekly Hours:	12
Department:	Corporate Services
Location Work Base:	Force Headquarters
Status:	Permanent
Responsible To:	Community Engagement and Research Manager
Job Role/Purpose:	To provide data to drive Service Improvement through conducting structured telephone interviews with named members of the public and accurately recording the responses in a suitable format
Health and Safety:	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
Contacts:	Chief Officers, Police officers, Chief Officers from all other UK Forces, other public service organisations, local businesses, suppliers, external consultants and advisors, MPs, Community leaders and members of the public.
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 <i>A clear definition of the necessary criteria.</i>
Knowledge/ Education (including qualifications): <ol style="list-style-type: none">1. To be educated to GCSE or equivalent in English Language and Maths (minimum Grade C/4) and/or to have 12 months' work experience in post using English and Maths to the above standard
Work Experience: <ol style="list-style-type: none">2. Experience of dealing with members of the public either face to face or on the telephone.

Personal/Interpersonal Skills, Aptitudes:

3. Able to quickly learn to use new computer software packages
4. Ability to follow set guidelines and procedures
5. Communicates all needs, instructions and decisions clearly and have good listening skills
6. To be able to maintain a sympathetic and empathetic approach to dealing with the public whilst treating people with dignity and respect at all times, remaining polite and courteous while communicating clearly
7. Able to ask probing questions to check understanding

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

Desirable Criteria

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

Work Experience:

1. Experience working in customer services, sales or telephone research

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Core Responsibilities/ Accountabilities

Operational:

- To conduct telephone interviews with named members of the public following a fixed survey format
- To contribute towards achieving pre-determined target numbers of interviews for the telephone research team

Communication:

- To maintain a professional and courteous attitude and be able to probe for answers where the information given is unclear
- To use discretion and sensitivity appropriate to the nature of the call and needs of the interviewee - be empathetic towards the interviewee but remain sufficiently detached that it does not affect the quality of the interview
- Generate empathy when appropriate

Administration:

- To record the results of each interview on a computer ensuring the preservation of accurate information

General:

- To participate in training relevant to the duties and responsibilities of the post
- To take responsibility for improving own performance by participating in performance monitoring exercises and other quality assurance exercises.
- To be available to work between the hours of 6pm-9pm Monday to Thursday. There may be some flexibility required and allowed in these working times.

- To be flexible with regards to working hours as the post holder may be required to cover additional or different hours during periods when short-staffed or to accommodate interviewees requests for interview time.
- To be aware of and/or to develop an awareness and commitment to Equal Opportunities and Diversity issues and to comply with Leicestershire Police Equal Opportunities Diversity Statement
- Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job. This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities.

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Personal Values /Competencies

The competency and values framework set 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
Public Service

Other

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

Recruitment Vetting (RV)

Car User: No