

Job Title: Police Enquiry Centre Operator	
Job Evaluation Number	A384

JOB DESCRIPTION

Job Title: Police Enquiry Centre Operator	Location: Kidlington PEC, Milton Keynes PEC
Job Family: Customer Support	Role Profile Title: BB2 Police Staff
Reports To: Team Leader	Band level: Entry Level (2E minimum) Fully Qualified (2E starting salary)
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Provide a service for the public and service for police in the Thames Valley by eliciting and evaluating information from callers, providing information or advice to callers as appropriate and deciding on appropriate courses of action as required.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

<i>The key result areas in the role are as follows:</i>	<i>% time</i>
1. Use professional contact management skills to effectively probe, build rapport, control challenging contact, elicit information and provide reassurance where necessary.	25
2. Identify and record the essential information and, using professional judgement, evaluate the urgency of the incident based on type of incident, risk, harm and potential lines of enquiry. Prioritise using graded response guidelines and make decisions regarding the most appropriate course of action.	25
3. Ensure all information is recorded accurately and classified correctly in compliance with National requirements (for example: The National Crime Recording Standard, The National Standard for Incident Recording and The Management of Police Information).	20
4. Effectively navigate through a wide variety of IT systems ensuring all other relevant information is captured e.g. previous history and pass all information following Force policy and protocols to the correct function and/or individual.	15
5. Advise customers where their enquiry/issue is not a police matter and if appropriate direct them to alternative and partner agencies. Transfer customers and pass messages to other parts of the organisation as required	10
6. Provide advice and guidance as required to Officers and other internal customers regarding Force policy and protocol and National Standards and guidance.	5

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

Operators have individual goals to attain every month/year. These are Nationally set performance

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targets to be met as well as organisational targets (compliance with national standards for incident and crime recording and call handling performance).

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows:</i>		<i>E/D</i>
1. Good standard of education including competent literacy skills and the ability to think logically. (Progression to Police Enquiry Centre Operator with pay uplift following attainment of vocational qualification or proven equivalent experience - training will be given).		E
2. Recent experience of a customer facing environment where post holder regularly interacts with individuals of all ages.		E
3. Recent experience of working in a computerised environment, with an aptitude to navigate multiple IT systems. Proven keyboard skills with the capability to type at least 30 words per minute*.		E
4. Proven questioning and listening skills with the ability to communicate verbally and in writing through a variety of media.		E
5. Resilient, reliable and able to cope in a pressured environment with the ability to remain calm and accurate in volatile situations.		E
6. Ability to use own initiative and professional judgement to solve problems and identify risk.		E
7. Ability to work flexibly in a 24/7, all year round environment.		E
8. Recent experience of working in a contact centre environment.		D
<p>Additional Comments:*Tested prior to interview due to the nature and potentially demanding / regular exposure to incidents.</p> <p>To move to the higher level candidates will have proven experience in a wide range of activities and achieved the vocational qualification with verification by a nominated assessor. Able to demonstrate competence in multimedia contact handling and crime recording.</p>		

Problem Solving: All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

<i>The problems that have to be dealt with in carrying out this role include:</i>	
1. Difficult communications with callers due to stress, language barriers or non-cooperation.	
2. Equipment breakdowns - the need to work in a different way, including use of fallback systems and processes.	

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Planning: Refers to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

The role involves the following planning activities:

1. No short or medium planning is required for this role.

Freedom to Act: Describes the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

The degree to which the role provides freedom to act is as follows:

1. Make decisions regarding police response based on risk and organisational priorities.

Interpersonal skills: Describes the ways in which the job relates to people and uses interpersonal skills.

The role involves exercising interpersonal skills as follows:

1. Dealing effectively with callers who are angry, distressed or in danger or where there are language barriers and non-cooperation.
2. Liaising with other staff and emergency service partners to achieve a desired result.
3. Giving advice to police officers as part of the crime recording process.

Communicating: Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

The role involves communicating to people as follows:

1. Ability to make themselves understood to individuals who have a disability or for whom English is not their first language.
2. Handling communications where the customer is unable, or too afraid to speak.
3. Email communication where appropriate both internal and external.

Signed Dated

Print Name