

**JOB DESCRIPTION**

<b>Job Title:</b> Contact Management Centre Officer	
<b>Job Family:</b> Customer Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Contact Management Centre Supervisor	<b>Band level:</b> 2E
<b>Staff Responsibilities (direct line management of):</b> 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 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.

**The key result areas in the role are as follows:**

1. Use professional contact management skills to effectively probe, build rapport, control challenging contact, elicit information and provide reassurance where necessary.
2. Identify and record the essential information and, using professional judgement, evaluate the urgency of the incident based on type of incident, threat, risk, harm, vulnerability and potential lines of enquiry. Prioritise using graded response guidelines and make decisions regarding the most appropriate course of action.
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).
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.
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.
6. Provide advice and guidance as required to Officers and other internal customers regarding Force policy and protocol and National Standards and guidance.

**Additional Comments:** The allocation of time to each key result area listed above will vary for a trainee within this role as they will be expected to spend a proportion of their time undertaking development, including time spent completing their Contact Handler (Emergency Services and Integrated Urgent Care) apprenticeship and functional skills (English and Maths) training as applicable.

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 measures to be met as well as organisational measures (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.

<b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Good standard of verbal and written English with strong communication skills and a good standard of numeracy are essential for the role.	E
2. Computer skills with the aptitude to navigate multiple IT systems. Proven keyboard skills with the capability to type at least 28 words per minute*.	E
3. The ability to listen and question effectively, capture information accurately, and respond appropriately and sensitively to requests for information or assistance, based on training, experience and understanding of Force policies.	E
4. Verbal reasoning skills with the ability to empathise and communicate effectively with people of all ages and from a range of diverse backgrounds including in challenging situations.	E
5. Resilient, reliable and able to cope in a pressured environment with the ability to remain calm and accurate in a variety of situations.	E
6. The ability to assess and analyse information, identify risk and vulnerability and consider options for action using own initiative and professional judgement. The ability to problem solve, think logically and make sound decisions applying agreed policies, parameters and procedures.	E
7. Ability to work flexibly in a 24/7, all year round environment.	D
8. English and Maths GCSE 9-4/A-C or equivalent are desirable (see additional comments below).	D
9. <b><u>Applicants for 'Emergency Service Contact Handler Transferee' Only</u></b> Recent experience of an emergency service contact handling environment where the applicant has been required to regularly interact with individuals of all ages and from diverse backgrounds.	E
<p><b>Additional Comments:</b> *Due to the demanding nature of the role and the requirement to be able to capture information quickly and accurately, typing skills and speed will be tested prior to interview.</p> <p>Applicants accepted onto the Apprenticeship Programme (all applicants with no previous experience of working in an emergency service contact handling environment) who do not have Maths and English GCSE 9-4/A-C (or equivalent) on entry will be required to achieve an equivalent level of qualification in these subjects (functional skills level 2) in order to achieve the Apprenticeship qualification. Full support will be given to enable trainees to acquire the required levels of functional skills.</p>	