

Job Title: Contact Management Centre Officer	
Job Evaluation Number	A384

JOB DESCRIPTION

Job Title: Contact Management Centre Officer	Location: Kidlington Contact Management Centre
Job Family: Customer Support	Role Profile Title: BB2 Police Staff
Reports To: Contact Management Centre Supervisor	Band level: 2E
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 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 approximately 20% of their time undertaking development, including time spent completing their Contact Handler (Emergency Services and Integrated Urgent Care) apprenticeship.

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).

Job Title: Contact Management Centre Officer	
Job Evaluation Number	A384

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.

Fully competent for role

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Good standard of education with GCSEs (grade 9-4/A-C) or equivalent in English and Maths, including competent literacy skills and the ability to think logically.	E
2. Recent experience of an emergency service contact handling 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. The ability to listen and question effectively, consider options for actions, and respond appropriately and sensitively to requests for information or assistance, based on training, knowledge and experience of Force policies.	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. Ability to use own initiative and professional judgement to solve problems and identify risk and vulnerability.	E
7. Ability to work flexibly in a 24/7, all year round environment.	D
Additional Comments: *Tested prior to interview due to the nature and potentially demanding / regular exposure to incidents.	

Trainee

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Good standard of education with GCSEs (grade 9-4/A-C) or equivalent in English and Maths, including competent literacy skills and the ability to think logically.	E
2. Proven keyboard skills with the ability to operate multiple computer systems and the capability to type at least 30 words per minute*. Aptitude/commitment to use new technologies/systems.	E
3. Demonstrate an ability to be able to listen and question well, displaying empathy and tact.	E
4. Resilient, reliable and able to cope in a pressured environment with the ability to remain calm in a variety of situations.	E
5. Ability to use own initiative and professional judgement to solve problems and identify risk and vulnerability.	E
6. Ability to work flexibly in a 24/7, all year round environment.	D
Additional Comments: *Tested prior to interview due to the nature and potentially demanding / regular exposure to incidents.	