

## **CONTACT CENTRE OFFICER**

The essential skills and requirements of the role of Contact Centre Officer are included in the job profile and person specification and this document includes other contextual information to help your understanding of the role and the environment we work in.

### **The Control Room**

The phrase “a hive of activity” is often cliché, however, it is true of the Control Room. As the first point of contact for the public, we work 24 hours a day, seven days a week to ensure the safety of Staffordshire’s citizens and help safeguard our police officers and partner workers. It can be a busy environment that requires focus and concentration to tackle emergencies quickly and effectively.

### **Personally Positive and Accountable**

Working with the public can be enjoyable and frustrating – all at the same time and often in the span of one phone call! We know being public-facing can be demanding and you must be accountable for your interactions. Calls can be upsetting and frantic, or slow and protracted – you must use your judgement, knowledge and capability effectively to manage them through to a successful outcome in a timely manner to help manage ongoing demand.

### **Solid Comprehension**

Real time emergencies are critical situations. You must be able to understand information quickly, establish what’s happening, ask relevant questions and then take immediate action. Your decisions may also be shaped by assessing data across a number of sources simultaneously to help take the right course of action – always assessing threat, risk and harm as you do.

You must have a good ability to process information and assess the detail.

How the public share information with us can be challenging. They can be upset, angry, drunk or afraid and we must capture key details so our officers know what to expect and you must establish a true picture of what is occurring.

### **Accurate Processing**

Incidents have to be recorded on monitored systems and accuracy is, therefore, essential. Accurate recording of telephone numbers, registration plates, addresses, names and locations is **fundamental** to responding to emergencies, preventing further harm and reducing risk wherever possible.