**Staffordshire Police - Role Profile**

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| **(Contact Handler)** |

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| **Grade/Rank:** | E Grade |
| **Directorate:** | Contact & Response |
| **Reports to:** | Control Room Manager |
| **Direct Reports:** | None |

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| **Role Purpose** |
| Working in a fast-paced 24/7 environment, you must be able to work under pressure, communicate clearly at all times and make critical decisions. You will need to be able to think quickly, ask the right questions, listen for vital details and log information accurately.  You will be the first point of contact for all types of contacts from the public and other agencies including crime reports, intelligence and general enquiries including both telephone and electronic media. Responsible for identifying and assessing risk and make resolution and deployment decisions using a range of systems.  Contact Handlers also need to be able to strike the right balance between showing empathy with every caller, while not becoming emotionally involved when dealing with sometimes difficult circumstances. |

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| **Key Tasks and Responsibilities:** |
| - Receive and critically assess all types of contacts on line or in person, from the general public, police and other agencies, maintaining high levels of customer service, manage customer expectations and meet national and organisational service level agreements and take appropriate response action.  - Identifies the purpose and nature of each contact by eliciting relevant and sufficient information to enable an accurate and timely assessment of appropriate means of resolution.  - Assesses risk and identifies the appropriate action to resolve or determine the appropriate agency, deployment grading and priority of contacts.  - Manages customer expectations regarding the service that can be provided by giving advice and taking appropriate action.  - Maintains accurate records of relevant information using appropriate systems to ensure an audit trail and to measure and improve performance.  - Use a variety of applications and systems to maintain and update incident records, audit trails and resource availability to measure and improve performance.  - Follow up contacts received to agree resolution and close down contact and file appropriately to meet organisational and national requirements.  - Analyses and codes reported crimes to national guidance and files appropriate to enable accurate reporting of local crime statistics.  - Act in adherence to all other legal frameworks, key working principles, policies and guidance relevant to the role. |
| And to be accountable for: (ie responsibilities held by others but measured and owned by this role) |

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| **Behaviours** | | | |
| The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.  This role should be operating at the following levels: | | | |
| **Resolute, compassionate and committed** | | | |
| We are emotionally aware |  | Valuing Diversity | 1b |
| Managing Sensitivities/Political Savvy | 1b |
| We take ownership |  | Customer Service | 1b |
| Maintaining Accuracy/Sustainable Working | 1b |
| **Inclusive, enabling and visionary leadership** | | | |
| We are collaborative |  | Partner Working | 1b |
| Managing Complexity/Strategic Planning | 1b |
| We deliver, support and inspire |  | (self) Leadership | 1b |
| Supporting Colleagues/Coaching & Mentoring | 1b |
| **Intelligent, creative and informed policing** | | | |
| We analyse critically |  | Problem Solving | 1b |
| Situational Judgement | 1b |
| We are innovative and open-minded |  | Continuous Improvement | 1b |
| Futurology | 1b |

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| **Education, Qualifications and Experience** | |
| **Essential:** | **Desirable:** |
| - Educated to Level 2 or equivalent or relevant work experience.  - Awareness of the GDPR.  - Previous experience in a customer service environment.  - Experience in working in an  environment dealing with  -challenging or vulnerable people. | - May hold typing/keyboard and/or IT qualifications. |

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| **Technical/Operational Skills Matrix (See Skills Matrix)** | | | | |
| **Essential:** | **Desirable** | | | |
| - Effective communication skills – to be able to adapt their communication style to the situation, able to listen to others and respond in a calm and reassuring manner.  - Be able to manage customer expectation.  - Able to produce concise reports or other documents.  - Good keyboard skills and able to type at 30wpm.  - Able to use standard IT packages, systems and/or databases to fulfil role requirements.  - Able to breakdown problems into component parts and determine appropriate action  - Able to interpret and apply guidance to a specific activity.  - Work effectively in a team to achieve shared objectives, demonstrating an awareness of individual differences and providing support as required.  - Able to review own performance objectively and take steps to maintain and enhance competence and professional standards appropriate to the role.  - Able to proactively develop effective working relationships with colleagues, partners and other stakeholders. | - Previous experience of working  within the GDPR guidelines | | | |
| **Leadership Passport Level** | Practitioners & Team Leaders | 1st Line Mngrs | 2nd Line Mngrs | Senior Mngrs |
| 1 | 2 | 3 | 4 |

\* Indicates that training will be provided as part of the role in this skill

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| **CPD Requirements** |
| - Maintain up-to-date knowledge and understanding of all applicable College of  Policing guidance relating to information, intelligence and call handling best practice.  - Maintain knowledge of applicable legislation and guidance on the handling of information and intelligence.  - Undertake all mandatory refresher training relating to information handling legislation – one training day required in every five weeks.  - Maintain a working knowledge of new approaches to call handling, including dealing with difficult and harrowing situations. |

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| **Professional Registration/Licences** |
| Not Applicable |

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| **Special Conditions** | | | | | |
| Own car for business use | Yes | | | | |
| Higher level vetting required | No | | | | |
| Requirement to wear Uniform | Yes | | | | |
| Requirement for post entry training | Yes | | | | |
| Fixed Hours | Shift Work | | | | |
| Weekend working expected | Yes | | | | |
| Shift allowance | Yes | | | | |
| Fixed term or temporary role | Permanent | | | | |
| Politically Restricted | No | | | | |
| On call/standby rota | No | | | | |
| Flexitime Role | No | | | | |
| Notice Period | 1 week | 28 Days | **1 month** | 3 months |  |

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|  | **Agile Profile (See Agile Matrix)** | | | | | |
| Base | Desk | Confidentiality | Systems & Email | Telephony | Paper | Hours |
| 1 | 1 | 5 | 1 | 4 | 5 | 1 |