



Staffordshire Police - Role Profile

(Contact Handler)

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

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.

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)

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

Education, Qualifications and Experience

Essential:

- Educated to Level 2 or equivalent or relevant work experience.
- Awareness of the GDPR.
- Previous experience in a customer service environment.

Desirable:

- May hold typing/keyboard and/or IT qualifications.



<ul style="list-style-type: none"> - Experience in working in an environment dealing with -challenging or vulnerable people. 	
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Technical/Operational Skills Matrix (See Skills Matrix)				
Essential:	Desirable			
<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - Previous experience of working within the GDPR guidelines 			
Leadership Passport Level	Practitioners & Team Leaders	1 st Line Mngrs	2 nd Line Mngrs	Senior Mngrs
	1	2	3	4

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



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.

Professional Registration/Licences

Not Applicable

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	

Agile Profile (See Agile Matrix)

Base	Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
1	1	5	1	4	5	1