Role Profile

Role Profile Part 1			
Role title	Contact Management Centre Officer	**Grade/Rank**	PC/Scale 4 bar 5
Dept/Area	Contact Management	**Vetting Level**	RV
Responsible to	Contact Management Supervisor	**Staff line managed**	None
Reviewed by (Line Manager)	Dave Monaghan – Contact Centre Operations Manager	**Date**	12/10/2018
Purpose of Job	To be the first point of contact for the public and other agencies including 999, 101, online crime reports, intelligence and general enquiries providing a positive impression of Hampshire Constabulary with an emphasis on 'getting it right first time.		
Key Accountabilities	1. To elicit and evaluate information for resolution and deployment recommendations using a range of systems in a pressurised and reactive environment. 2. Use professional contact management skills to effectively probe, build rapport, control challenging contact, elicit information and provide reassurance where necessary. 3. Identify and record the essential information and, using professional judgement, evaluate the urgency of the incident based on type of incident, Threat, Harm, Risk, Opportunity, identifying vulnerability and potential lines of enquiry. Prioritise using graded response guidelines and make decisions regarding the most appropriate course of action. 4. 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). 5. 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. 6. Advise customers where their enquiry/issue is not a police matter and if appropriate direct them to alternative and partner agencies. Managing the caller's expectations regarding the service that can be provided. 7. To be aware of the contents of and to adhere to all relevant policies and procedures including Equal Opportunities, Health & Safety, Data		

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	Protection and comply with the legislation and the standards of 'Good Practise'. 8. To adhere to the National Call Handling Standards and the Victim Code. 9. To give regular and effective service. Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire and Isle of Wight Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.
Additional Requirements	You will be required to work a rotating shift pattern for which employees will be paid an appropriate allowance. To work any where in Hampshire or the IOW, as required, to assist in meeting operational needs. You will be required to adhere to the uniform dress code as laid down in the Force Policy. **BAR CRITERIA** • Contact Management Centre Officers should have satisfactorily completed the 12 month probationary period for police staff and successfully completed the Personal Accreditation Portfolio, including completion of relevant qualifications as required (e.g. NVQ (level 2) Customer Services qualification). • Be competent in the extensive range of software used within the role. • Have a good attendance record i.e. below the Force 'cause for concern' absence trigger point. If it is proposed to progress through the bar with a higher level of absence, approval must be obtained from the Contact Centre Manager. • Have shown continuous professional development to meet performance targets. • Participate in all training as required.

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	Applicants with no previous experience of working in an emergency service contact handling environment will be accepted onto the Apprenticeship Programme. Apprentices who do not have Maths and English GCSE 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. Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role

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Role Profile Part 2			
Education/Qualifications	Essential: n/s Desirable: • Educated to QCF Level 2 in English and Maths (Functional Skills English and Maths is offered as part of the Emergency Services and Integrated Urgent Care apprenticeship) • Hold a typing/keyboard qualification (RSA or comparable). • Hold an IT qualification such as ITQ/ECDL/CLAIT		
Experience and Skills	Essential: • Work related contact in a customer service environment. • Regular use of a keyboard and able to type at a minimum speed of 28 words per minute. • Recent use of the following IT systems; Microsoft (or equivalent), internet/intranet and email. • **Applicants for 'Emergency Service Contact Handler Transferee' Only** 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. Desirable: • Experience in working in an environment dealing with challenging or vulnerable people.		
Approved by People Services	Nicole Gabriel	**Date**	03/03/2011

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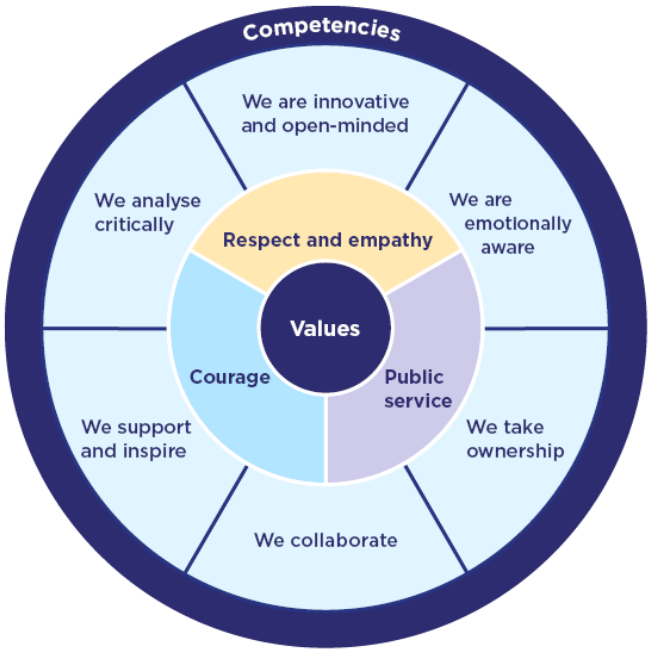
<table>
<tr><th colspan="4">Role Profile Part 3</th></tr>
<tr><td rowspan="9">Competencies</td><td colspan="3">All roles are expected to know, understand and act within the ethics and values of the Police Service.</td></tr>
<tr><td>We are Emotionally Aware</td><td>Level 1</td><td rowspan="9"> 
</td></tr>
<tr><td>We Take Ownership</td><td>Level 1</td></tr>
<tr><td>We are collaborative</td><td>Level 1</td></tr>
<tr><td>We Support and Inspire</td><td>Level 1</td></tr>
<tr><td>We Analyse Critically</td><td>Level 1</td></tr>
<tr><td>We are Innovative and Open Minded</td><td>Level 1</td></tr>
<tr><td>Underpinning Values</td><td colspan="2">Courage</td></tr>
<tr><td></td><td colspan="2">Respect and Empathy</td></tr>
<tr><td></td><td colspan="2">Public Service</td></tr>
<tr><td>Initial Development Skills for new to role period</td><td colspan="3">All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required</td></tr>
<tr><td>Continuing Professional Development</td><td colspan="3">Courses and Conferences should be attended to benefit professional learning and development.</td></tr>
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