

Role Profile and Person Specification

ROLE PROFILE

Role Title:	Direct Contact Handler	Leadership level:	
JRN	20701, 20702, 16589, 30397, 30398, 30399	Job family:	
Band:	6	Location:	Location based
Allowances:	As per contract	Politically restricted:	No
Department:	Communications Department	Vetting level:	RV
Reporting to:	Team Leader Direct	Date published:	September 2022
Posts responsible for:	Allocated staff		

Part A – Job Description

Overall purpose of the role:

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 evaluate contact into the Command Centre, making outbound contact as appropriate to ensure the appropriate police response is achieved to maintain and enhance service delivery and exceptional customer service. Responsible for identifying, assessing and mitigating risk through THRIVE, RARA and applying this rationale to the most appropriate grading.

Key responsibilities of the role:

1	Receive and evaluate all contact using THRIVE into the Command Centre, obtain and document accurate and relevant information from the caller to ensure the most appropriate response. Effectively manage vulnerable callers.
2	Initiate the creation of incident logs, questioning, extracting and recording precise information from the caller to assess risk and make resolution and deployment decisions using a range of systems. Using the Force systems to extract copies of calls. For non-police matters, provide advice and signpost to appropriate agency.
3	Analyse, record and carry out a THRIVE assessment on all contacts in order that the correct information is recorded to ensure national grading of the call in line with guidelines and the response provided for accurate and efficient handling of incidents.
4	Where appropriate assess and complete initial front end crime recording in accordance with Home Office counting rules, processes and create initial crime records.
5	Deal promptly, professionally and efficiently with all contacts.
6	Manage caller expectations regarding appropriate service provision by giving advice and taking appropriate action.
7	Input information to and interrogate a range of computerised systems to extract and update information in accordance with force policy / procedure, operating procedure and legislation.
8	Support the development of new and existing staff as directed by management.
9	Attend court when required to provide evidence.

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10	Carry out additional duties as and when required commensurate with the role.
Part B – Scope of contacts	
Internal / External relationships:	
Internal: officers/staff/volunteers	
External: Customers and partners	

Part C – Competencies and Values
National competencies and values framework (NCVF)

Part D – Continuous Professional Development (CPD) role 6 months	
First 6 months	
1	
2	
3	
4	
12 months and beyond	
5	
6	
7	
8	

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Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Experience of working in a busy, challenging environment working with challenging or vulnerable victims. Successful completion of Departmental training.	IT qualifications	Application/interview/ CPD
Planning and organising	Experience of an organised approach in line with concise documents and note taking. Ability to record information in a timely manner.	Produce concise documentation	Application/interview/ CPD
Problem solving and initiative	Ability to provide positive solutions using judgement, creativity and innovation whilst managing customer expectations. Where appropriate provide first point resolution.		Application/interview/ CPD
Management and teamwork	Works effectively as a team sharing objectives	Support colleagues and team.	Application/interview/ CPD
Communicating and influencing	The ability to communicate clearly, concisely and effectively. Able to adapt communications skills dependant on situation.	Demonstrating emotional intelligence. Demonstrate the ability to challenge appropriately.	Application/interview/ CPD
Other skills and behaviours	A good understanding of managing customers' expectations. Ability to review own performance objectively.	Previous experience of working within the GDPR guidelines Understanding of force priorities.	Application/interview/ CPD