



Contact Handler FAQ Guide

What will I do in the role?

Gather information from callers, recording key messages whilst maintaining a professional manner.

Accurately input data into various police IT systems and gather information from force databases to support our frontline police officers dealing with the incident.

Using your experience, training, and judgement you will assess vulnerability and provide a high quality of service, ensuring the needs of victims and customers are at the heart of what we do.

Calls include 999 emergency (999) and non-emergency calls (101)

[View our Contact Handler role profile](#)

What will I earn?

Salary is paid pro rata according to the number of hours worked. The salary for full time hours (37 hours per week) is between £25,707 - £27,690 per annum + shift allowance

22.27 hours per week would equate to £15,472 rising to £16,666 basic annually (potential of earning £19,549 - £21,057 with shift and weekend allowances)

Please note shift allowances are subject to change based on hours/weekends worked, the amount stated is not definitive, however gives an idea of the potential uplift to your base salary.

What will my training look like?

Initial Classroom Training – 8 weeks

Whilst in your initial classroom training phase you will work Monday-Friday 8am to 4pm. This will be for a period of 8 weeks, based at Ponteland.

During this period, you will start by learning about the organisation and our Communications centre. Following this initial introduction, you will then move onto learn more about legislation, our systems and practical/ analytical skills which will support you in your role. Alongside classroom-based theoretical learning you will also undertake practical exercises such as roleplays.

Mentoring Phase (CHAMPS phase) – 4/6 weeks

You will then be deployed into your mentoring (CHAMPS) phase in which you will work 30 hours per week over a 4/6-week period, shift based (days, nights, and weekends) to ensure you have exposure to a variety of call types.

During this period, you will be paired with a Team Leader and experienced Contact Handlers in a live environment separate from the main communication floor. You will be fully supported throughout this period to take live calls and put your new knowledge into practice.



Please note no annual leave will be agreed during your training period.

Following completion of your training you will then move into your shift pattern (rota will be confirmed at final offer stage) at your assigned Communications Centre location (Northern CC is based at Ponteland, Southern CC is based at South Shields).

Application Timeline

Application form

Our competency-based application form will test how your current/prior work, education and life experience has prepared you for the role of a Contact Handler with #TeamNP. Make sure you do your research about what makes us tick here at Northumbria and the values and behaviours that contribute to making a successful Contact Handler.

Interview

This is where we put your education, prior work experience and life experience to the test. It is also your opportunity to demonstrate what you would bring to the role and how you could make a difference if you were successful.

Assessment Centre

Following success at interview we will then invite you to complete a multi skills assessment. This will involve a listening exercise and basic Maths and English test.

Conditional Offer & Pre-employment checks

Once you have passed all the above stages, you will receive a conditional offer of employment, we will then guide you through the relevant pre-employment checks. This will include a medical questionnaire and vetting checks. Our dedicated recruitment team will discuss and guide you through these checks in more detail.

Final offer and start date

Once all relevant pre-employment checks are completed, we will discuss the start dates. Northumbria Police has planned start dates across 2023. At this stage we will also re-confirm your rota and Communications Centre location.

Candidate Eligibility

Can I apply if I have had a past caution or conviction?

Yes, this will be considered at the point of application and you will be asked to sign a declaration regarding the nature of your conviction. You will be required to declare full details of the incident at pre-employment check stage.

If someone in my family has a conviction can I apply?



Yes, this will be looked at by vetting during the pre-employment stage of the recruitment process and we cannot give individual advice at this stage.

Does having debt stop me from applying?

No, the vetting unit emphasises that the debt must have been managed well. All successful applications will be reviewed further on a case-by-case basis by our vetting team.

Can I apply if I have previously been bankrupt or have had an IVA?

We are unable to advise on case-by-case financial circumstance, this will be considered at vetting during the pre-employment check stage of the recruitment process. If you are currently going through bankruptcy or have a current IVA or DMP, then you are ineligible to apply at this point.

Other considerations

For any residency queries, including extended travel outside of the UK, please refer to 6.4 in the following guidance: <http://library.college.police.uk/docs/appref/Vetting-APPpdf.pdf>