

Police Staff
Contact Handler
Communications Department
Role Definition:16589, 18289, 20145 & 20146

ROLE DEFINITION

Dept / Area Command:	Communications Department	Section:	Command and Control
Post Title:	Contact Handler	Post Reference:	16589, 18289, 20145 & 20146
Post Grade:	Grade C	Location:	Northern Ponteland Southern South Shields
Car User Status:		Telephone Allowance:	
Shift Allowance:		Standby Allowance:	
Weekend Enhancement:		Contractual Overtime:	
Line Manager:	Communications Team Leader 20040		
Staff Responsibilities:	Not Applicable		
Purpose:	Provide an efficient and effective single point of contact for all incoming customer contacts through multiple communication channels and make outbound contacts as appropriate to maintain or enhance the service.		

Key Responsibilities:-

1. Take initial crime reports and reports of lost and found property, accurately recording details and updating existing reports in accordance with agreed procedures, in order to assist frontline officers.
2. Carry out telephone equipment fault analysis, reporting faults and operating emergency procedure in the event of telephone service failure in order to maintain continuity of service.
3. Access incident summary and delay queues, in order to identify open/delayed incidents and resolve in accordance with local procedures, to ensure an efficient service is provided to the public.
4. Receive and respond to all contacts directed to the Communications Centre in line with local and national standards and procedures, providing advice and information when required to ensure the needs of customers are dealt with courteously and in a timely manner and ensuring that performance indicators are met.
5. Create records of all customer contact with the Communications Centre, record details of information received, advice given and action taken, in order to maintain a comprehensive customer relation management system.

- 6. Create, assess and allocate priority, interrogate force and national systems for all relevant information, provide advice to customers on anticipated police response and action required and switch to appropriate despatch operator or supervisor, as appropriate, in order to establish the response required and close incidents, ensuring a comprehensive incident management service is provided.**
- 7. Initiate and respond to internal and external contacts, accessing force systems, taking and routing messages for officers and where appropriate re-directing enquiries to other agencies, in order to provide a good customer service and early call resolution.**
- 8. Receive regular incident updates from officers, adding subsequent and additional information to the incident, resulting, checking and coding the incident where appropriate, in a timely manner.**
- 9. Undertake all work within the remit of the Enquiries Function, to include e-mail requests, incident related enquiries, out of hours PNC work, and other work enquiries, providing a timely and efficient service.**
- 10. Provide feedback to customers on incident and crime progression, managing customer expectations and identifying with the customer the most appropriate contact time and method, to ensure an efficient and effective service is provided and meets the service user requirements.**