



Contact Handler FAQ Guide

What will I do in the role?

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

You will risk assess the information given to you using THRIVE (threat, harm, risk, investigation, vulnerability, and engagement), determine if a Police response is required and if it is, how quickly we will respond.

You will log incidents in line with national crime recording standards (NCRS) national standards for incident recording (NSIR) making sure you are recording all details accurately and efficiently.

You will speak to members of the public who are reporting incidents or crime and those asking for advice. At times they may be in distress and may not be able to easily communicate with you and you will use both your communication skills and your training to establish who they are, where they are and what has happened.

Calls include 999 emergency (999) and non-emergency calls (101), and any contact made via other means, such as email and digital.

[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 £21,399 - £23,199 basic annually plus shift allowance. Please note shift allowance is subject to change based on hours and weekends worked, the amounts below are not definitive however give an idea of the potential uplift available.

We offer 2 key time shifts in addition to full-time covering:

On a 22.27 hours per week contract you would earn £12,880 - £14,088 basic annually (equating to a potential £16,274 with shift and weekend allowances, rising to a potential of £17,800)

On a 30.1 hours per week contract you would earn £17,410 – £19,043 basic annually (equating to a potential £22,257 with shift and weekend allowances, rising to a potential of £24,345)

Benefits of #TeamNP

In return for your dedication and experience, we offer up to 28 days' leave pro rata, excluding bank holidays. We support our people inside and out of work – offering a very competitive pension scheme, childcare vouchers, and discounts on shopping and eating out thanks to the Blue Light Card. And to take care of your physical and mental well-being, we've invested in extensive paid sick leave, trained mental health first aiders on-site, an employee advice service and access to gyms in some stations.



What hours will I be working?

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.

You will then be deployed into your CHAMPS phase at your assigned Communications Centre location (Northern CC is based at Ponteland, Southern CC is based at South Shields). During this period, you will work 30 hours per week over 6 weeks, shift based (days, nights, and weekends) to ensure you have exposure to a variety of call types. **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)

[22.27 hours shift pattern](#)

[30.1 hours shift pattern](#)

The role includes bank holiday/ shift working that is payable at an increased rate. The pattern may vary during your training and mentoring period.

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) – 6 weeks

You will then be deployed into your mentoring (CHAMPS) phase in which you will work 30 hours per week over a 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.



What support is available?

At times you will deal with vulnerable and distressed people and take reports of traumatic events. You will initially have support from your supervisor or shift welfare representative as well as a good support network with your colleagues.

We also refer staff to TRiM (Trauma Risk Management) practitioners for additional support after dealing with a traumatic incident. The organisation has a dedicated welfare team who are available for all staff to contact should they wish to contact them. In addition, Northumbria also have a wellbeing hub that you can join. Support is also available from an external counselling service.

Commitment to post

Due to the investment in training and development required to perform this role, you are required to commit to a minimum period of 24 months in post. During this timeframe you will not be eligible to apply for any other vacancies advertised by Northumbria Police either internally or externally.

During your commitment an individual development plan is delivered to support your career development, you will have regular meetings with supervision to support this.

After your commitment period you are supported to; remain in your current post or start your recruitment journey for alternative Police Staff or Police Officer roles.

Application Timeline

Register your interest and attend an engagement event

Our virtual engagement events will give you an insight into what it's like to work the dynamic, exciting world of 999 call handling for Northumbria Police. Speak to current contact handlers and our recruitment team to find out everything you need to know ahead of submitting an application. The engagement events are held on different dates/times to ensure accessibility for all.

Application form

Our competency-based application form will test how your current/prior work experience, 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.

- Relate your answer to the criteria in the advert, FAQ document and job description.
- Support your comments by using appropriate evidence and examples.
- Remember to include skills and achievements relevant to the role gained at home and elsewhere, as well as work experience. This may include details of holiday/ weekend jobs or voluntary/ unpaid work you have undertaken.
- Give examples of things YOU have done, teamwork is important, but we are assessing YOU, not your company or team!
- Check over your answers before submitting.

This is an opportunity to sell yourself!

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 of 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, vetting checks and references. 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 in May, July, September and October 2022. 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?

Cautions or convictions will not necessarily preclude you from appointment. It will depend on the nature and the circumstances of the offence.

Applicants who fail to declare a relevant matter, including any conviction, caution and judicial or other formal disposal, whether spent or not, will be rejected on the grounds of integrity.

It is not appropriate to identify a prescriptive list of convictions and cautions that should lead to rejection of an application. Each case will be considered on its own individual merits in relation to the role being undertaken within our standard vetting procedures.

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.

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.

Most applicants have debts, such as mortgages, undischarged student or other loans, and credit/store card debts. Whilst this is generally accepted, applicants to the police service should not be under pressure from undischarged debts or liabilities and should be able to manage loans and debts sensibly. The emphasis is on sensible management of debt.

If you have a discharged County Court Judgement you may be considered. However, we will not accept an application if you have an existing County Court Judgement outstanding against you.

If you have been registered as bankrupt and your bankruptcy debts have been discharged, you will be considered after three years from discharge of the debt. However, we will not accept you if you have been registered bankrupt and your bankruptcy debts have not been discharged.



If you are the subject of a current Individual Voluntary Arrangement (IVA), you may be considered.

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>