

 <p>HR Services putting people first</p>	HUMBERSIDE POLICE Role Requirement		Objective Analysis: 2B
Position Title: Contact Officer – Command Hub		Grade: Scale 3/4	Post No: Vetting Level:
Overall Purpose of the Role To work within the Command Hub providing a professional service to the public, partners and members of the police service, ensuring contacts are dealt with in a courteous, helpful and informative manner, utilising Force IT systems to record contacts in accordance with National Recording Standards and local policies. To use the THRIVE Model to triage emergency and non-emergency contacts, offering advice, assistance and resolving, where possible at the earliest opportunity.			
Specific Roles/Tasks			
<p>Receives and responds to incoming contacts directed to the Command Hub via any source including 999 emergency, non-emergency and all other contact types. Ascertains the purpose and nature of each contact eliciting relevant and sufficient information to enable an accurate and timely assessment of appropriate means of resolution.</p> <p>Undertakes initial assessments of all contacts and uses THRIVE Model and relevant policies to help determine the most appropriate means by which the contact will be resolved. Provides appropriate advice regarding crime prevention and scene preservation and offers reassurance as necessary.</p> <p>Records details of information received, advice given and action taken directly onto Force IT systems in accordance with NSIR standards.</p> <p>Accurately assesses information in accordance with NCRS standards and records any identified crimes appropriately.</p> <p>Creates a record where deployment of a resource, either by despatch or appointment/other means as required.</p> <p>Provides information to victims on how to obtain or provide updates relating to their crime.</p> <p>Utilises Force IT systems to arrange non-emergency mobile or station-based appointments in accordance with Force policy and deals with appointment related queries.</p> <p>Interrogates Force systems to provide accurate and relevant supporting information, to assist in the decision making process, ensuring all activity is in accordance with the Data Protection Act.</p> <p>Updates and finalises incident logs and crime records as required to ensure that a suitable response has been provided and is accurately recorded.</p> <p>Liaises with Supervisors in order to draw attention to any potential critical incidents, current or emerging patterns/trends as well as any issues that may impact upon the service</p>			

delivery provided by the organisation or its reputation.

Undertakes slow-time enquiries and investigations to enable effective resolution or allocation as required, including liaison with outside agencies and making relevant follow up calls.

Provides effective service recovery in relation to reports of complaints and expressions of dissatisfaction, resolving or referring in accordance with Force policy.

Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility

Responsibility

Responding to callers in a calm, professional and courteous manner with a view to delivering a high quality service, taking the required action and giving appropriate reassurance.

Meeting the needs and expectation of individuals by providing appropriate help and advice, taking all concerns seriously and explaining what will be done to address them, including whether or not any further actions will be taken and why.

Having an understanding of the relevant communications and other equipment installed in the Command Hub and be able to use such equipment.

Ensuring at all times that information handled is accurate, relevant and timely in order to enhance 'officer safety' and maintain the confidence of the general public.

Ensuring crime and incidents are recorded accurately and discrepancies are brought to the notice of the appropriate member of staff.

Undertakes the initial assessment and investigation of contacts to a high standard to ensure the most effective and efficient use of resources.

Ensuring that risks to the Force which may affect its ability to provide business as usual now or in the future are identified and escalated to their line manager or local Risk Champion at the earliest opportunity;

As a member of Humberside Police you will accord with the Standards of Professional Behaviour, as outlined in the Code of Ethics, at all times.

You will recognise the responsibilities of your role and act lawfully in the public interest. Your conduct will encourage others to have confidence in policing. You will have honesty and integrity and be open and transparent in your decisions and actions. You will treat people fairly and demonstrate respect, tolerance and self-control.

Decision Making

Assesses situations, draws logical conclusions from the information available and uses judgement and knowledge to identify the best available options in accordance with the THRIVE Decision Making model interpreting on a daily basis the coding and counting rules for crime reporting and incident recording.

Takes, directs or recommends a course of action which achieves the desired result within appropriate time scales making best use of resources to offer the highest levels of service.

Checks critical information for accuracy and validity before taking decisions and accurately records these decisions and actions taken.

The postholder must be able to recognise and undertake the decisions, which will be needed to correctly prioritise and resource incidents. This will often require prompt decisions when the operator is responsible for serious incidents.

However, post holders should be aware of when to refer matters to **the Command Hub Supervisor** (who will be available at all times) for operational support and guidance.

Additional Information

Meets the hearing standard for use with audio equipment.

The post holder must be willing to undertake and embrace a detailed training program in order to demonstrate competence in the role. Required to work a variable shift pattern, covering 24/7.

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You will lead our service by good example and will report, challenge or take action against the conduct of colleagues which has fallen below the standards expected.			
Reports to		Direct reports:	
Command Hub Supervisor		No subordinate staff.	
Prepared by:- Command Hub Review Team	Confirmed by:- Supt Johansson Date:-28/07/14	Received by:- Date:-	

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Person Specification

		Training Scale 3	After Successful Completion of Training Program – Scale 4
Attainments/ Knowledge	Essential	A good standard of education sufficient to meet the requirements of the role. Awareness of the Data Protection Act.	Knowledge of the Force area. Knowledge of police terminology and procedures. Possesses an awareness of forensic issues in order to meet the demands of the role. Knowledge of the key principles and processes of contact management. Knowledge of Home Office counting rules, the National Standards for Incident Recording and National Crime Recording Standards and the THRIVE Model
	Desirable	Educated to 'A' Level standard and/or BTEC/NVQ Level 3 or equivalent qualification in a Customer Services related field. Knowledge of the key principles and processes of contact management. Knowledge of the Force area. Knowledge of police terminology and procedures. Forensic awareness. Knowledge of basic law (police and civil).	
Experience	Essential	Experience of communicating effectively with people at all levels, often in distressing, delicate or confrontational situations. Experience of working in a clerical role including the use of computer equipment. Experience of working in a customer orientated environment. Experience of working within a telephony based customer service environment.	Can demonstrate and evidence the ability to consider the wider dimensions of situations/problems, with the ability to seek out/research information from non-obvious sources.
	Desirable	Experience of working within a secure/confidential environment. Perseveres with difficult or complex enquiries. Previous experience applying investigative/intelligence principles and techniques.	
Skills/ Specialisms	Essential	Excellent communication skills with the ability to question telephone callers in a thorough, organised and effective manner. Computer Literacy / Keyboard skills (ability to type to 25 words per minute). Ability to remain calm at all times and to place people at ease,	Demonstrates the ability to use own initiative and judgement in the interpretation of issues, problems etc. Demonstrates the ability to effectively collate, analyse and evaluate large volumes of information to reach well-reasoned conclusions. Proven ability to use force systems (eg PNC, Command and

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		exchange information, offer reassurance whilst effectively and accurately capturing the call on computerised record. Ability to improve and maintain quality of service	Control, CIS, CRM etc). Proficient in the use force systems (eg PNC, Command and Control, CIS, CRM etc).
	Desirable	Ability to use force systems (eg PNC, Command and Control, CIS, CRM etc). Is skilful in the use of questioning and listening in a range of situations.	
Decision Making/ Problem Solving/ Planning	Essential	Able to resolve routine and non-routine matters, but possesses an understanding of when to refer matters to a supervisor. Responds positively to changing situations and can tolerate/handle ambiguity, uncertainty and conflict. The ability to take control of a situation and deal with the caller in a professional and effective manner. Ability to think on feet when required referring problems to the appropriate persons when applicable.	Ability to make swift and appropriate decisions based on the information given, applying force policy / practice directions and THRIVE model. Has demonstrated the ability to take charge of calls with minimum supervision.
	Desirable	Demonstrates a willingness to learn and embrace change. Demonstrates a creative approach to problem identification and solving. Perseveres with difficult or complex enquiries.	
Practical Effectiveness	Essential	Demonstrates the ability and confidence to react immediately with tact and diplomacy at all times. A good clear speaking voice, particularly over the telephone. An effective communicator who exchanges information calmly and professionally. Ability on conclusion of the call to offer reassurance and check needs of the caller have been met. An eye for detail with the ability to maintain a high level of accuracy. Has the ability to develop effective working relationships within a team environment, assisting colleagues to up-skill when necessary. Flexibility to cover for colleagues absences, often at short notice.	Has demonstrated the ability to deal with and respond to a diverse range of calls utilising acquired knowledge and experience to resolve calls for service.
	Desirable	Demonstrates an ability to seek continuous improvement.	
Citizen Focus		A citizen focussed culture exists when every member of staff considers the impact that their actions have on the people they serve and proactively seeks ways of improving the quality of the service that they provide. The post holder must convey to both internal and external clients a customer focussed service based on fairness and quality and ensure they fully understand and represent	

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	the Force's values and principles at all times.
Respect for Race & Diversity	Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance. Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.

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