

## Call Handler/Dispatch Operator (Dual Role)

District/Department	Force Control Room	Rank/Grade	Band C
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<b>Role purpose:</b>	<p>To be the first point of contact for all types of contacts from the public and other agencies, including 999, 101, crime reports, intelligence and general enquiries including both telephone and electronic media.</p> <p>Responsible for identifying and assessing risk and make resolution and deployment decisions using a range of systems.</p> <p>Allocate resources to incidents and support them in any radio transmissions.</p>
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Key Accountabilities:	
	<ul style="list-style-type: none"> <li>• Receive and critically assess all types of contacts including 999, 101 and other types of contacts, by telephone or online, from the general public, police and other agencies, maintaining high levels of customer service, manage customer expectations and meet national and organisational service level agreements and take appropriate response action.</li> <li>• Identifies the purpose and nature of each contact by eliciting relevant and sufficient information to enable an accurate and timely assessment of appropriate means of resolution.</li> <li>• Assesses risk and identifies the appropriate action to resolve or determine the appropriate agency, deployment grading and priority of contacts.</li> <li>• Manages customer expectations regarding the service that can be provided by giving advice and taking appropriate action.</li> <li>• Maintains accurate records of relevant information using appropriate systems to ensure an audit trail and to measure and improve performance.</li> <li>• Use a variety of applications and systems to maintain and update incident records, audit trails and resource availability to measure and improve performance.</li> <li>• Follow up contacts received to agree resolution and close down contact and file appropriately to meet organisational and national requirements.</li> <li>• Analyses and codes reported crimes to national guidance and files appropriate to enable accurate reporting of local crime statistics.</li> <li>• Act in adherence to all other legal frameworks, key working principles, policies and guidance relevant to the role.</li> <li>• Ensure that the Graded Response system is carried out correctly.</li> <li>• Operate the appropriate Airwave, UHF and VHF radio network, linked to operational patrols within the guidelines and procedures of the Force.</li> <li>• Deploy resources to incidents within the guidelines and procedures of the Force.</li> <li>• Operate message systems, fax and others including maintaining a watch on internal</li> </ul>

messages.

- Have knowledge of all Contingency plans and implement when necessary.
- Monitor CCTV IMAGES where appropriate.

### Competencies/behaviours

Refer to the [College of police Competency and Values](#) for a definition of the values and essential behaviours for each required competency level.

Competency	CVF Level
We are emotionally aware	Level 1
We take ownership	Level 1
We are collaborative	Level 1
We deliver, support and inspire	Level 1
We analyse critically	Level 1
We are innovative and open-minded	Level 1
<b>Core values for ALL employees:</b>	
Integrity Public Service	Impartiality Transparency

### Experience, Education and Skills: *Ideally between 4 and 6 of each*

#### Essential:

Communication skills - ability to listen, empathise and provide support.

Communication skills - adapt language to meet the needs of different people/audiences

Experience of information gathering and problem solving.

Able to utilise IT packages, systems and/or databases.

Able to appropriately prioritise and plan own work.

Ability to work under pressure, making logical and appropriate decisions

#### Desirable:

Previous experience of working unsocial hours - shifts/weekends