

## **GWENT POLICE - ROLE PROFILE**

<b>Post:</b>	Force Communications Suite – Call Handler
<b>Work Stream:</b>	Protective Services
<b>Section:</b>	Force Communications Suite
<b>Responsible to:</b>	Force Communications Supervisor
<b>Responsible for:</b>	Nil staff
<b>Role Purpose:</b>	To provide an effective and efficient frontline service to the general public via telephony, email and other communication mechanism.
<b>Grade :</b>	Scale 3 – 4
<b>Vetting Level:</b>	RV
<b>Fixed/Field/Flexible:</b>	Fixed
<b>Date role last reviewed:</b>	March 2020

### **Main Activities:**

1. To deal effectively with all contact, including 999 calls, to the Communications Suite, by eliciting and recording the required information, using Force Systems, providing advice and resolving issues where possible at First Point of Contact.
2. Evaluate the urgency of incidents, making decisions in line with the graded response guidelines in line with the National Decision Model (NDM) and other policies. Instigate suitable actions via force computer systems and provide advice to members of the public on scene preservation, forensic policies and procedures in order to promote a consistent approach to crime investigation and aid crime detection.
3. Creation of incident logs, extracting and recording precise information from the caller and determining the initial Police response to the incident.
4. To carry out an investigation to initial crime / incident reports and updates to comply with National Standards. To appraise the supervisor with regard to current caseloads and the progress of individual investigations.

- 5.** To crime incidents in line with the Home Office Counting Rules and the National Standards of Incident Recording.
- 6.** Use the PNC, CSI, Firearms Database and other systems so as to retrieve, input and update on criminal and other local intelligence, where appropriate to a graded timescale.
- 7.** To contribute to the development and implementation of policies and procedures within the Communications Suite.
- 8.** To encourage and maintain liaison between other emergency services, service providers, community partners, Local Policing Areas, other Specialist Departments and the Communication Suite, offering advice when required.
- 9.** To attend court, and other appropriate proceedings, where necessary to give evidence in relation to incidents or records created.
- 10.** Undertake the responsibility of logging and reporting faults to the relevant department.
- 11.** To promote and adhere to Gwent Police's Equal Opportunities Policy to support the development of a diverse workforce.
- 12.** To take reasonable care of own and others' safety; to co-operate with managers /supervisors in complying with statutory health and safety duties; to report incidents, accidents, faults etc. To fully participate in the performance appraisal process.
- 13.** To attend full training days and inputs as required in line with the working agreement in place for attendance (duration and location).
- 14.** To deliver a customer-focussed service.
- 15.** To fully participate in the performance appraisal process.

**Special Circumstances:**

1. Gwent Police is a non-smoking organisation.
2. All potential staff to Gwent Police must display the qualities to be able to work in an organisation with minority groups and provide a service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to workplace bullying or sexist or racist behaviour.

**Note:** This job description is provided to give a broad outline of the job activities of this post. Gwent Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. As an employee of Gwent Police you may be required to serve in any position as appropriate to your grade or at any establishment within Gwent Police boundaries in order to ensure the efficient and effective operation of the organisation.

<b>Job Specific Criteria Areas</b>	<b>Maximum Word Count</b>	<b>Method of assessment, For example, application form, test, presentation or certificate</b>
<b>1. Attainments</b>	<b>300</b>	<b>Application Form</b>
<ul style="list-style-type: none"> <li>• Minimum of five grade A-C GCSE's (including English) or the equivalent minimum standards or possess relevant experience.</li> <li>• Must have an NVQ in Customer Service or Call Handling (to Level 3) or be prepared to achieve within specified timescales.</li> </ul>		
<b>2. Experience</b>	<b>400</b>	<b>Application Form / Interview</b>
<ul style="list-style-type: none"> <li>• Must possess excellent customer service technique and keyboard skills.</li> <li>• Must be able to demonstrate experience in obtaining relevant information with effective use of questioning.</li> <li>• Must be able to demonstrate experience in recording information accurately on an IT system.</li> </ul>		
<b>3. Knowledge</b>	<b>400</b>	<b>Application Form / Interview</b>
<ul style="list-style-type: none"> <li>• Must have knowledge and experience in the use of Force Systems or be able to undertake training to achieve a good level of understanding and usage.</li> <li>• Must be IT literate in Microsoft applications, including Word, excel and PowerPoint. Must be able to demonstrate knowledge and understanding of the role and its impact on public service.</li> <li>• Level 1 Welsh essential (training will be given). Welsh language skills Level 2 and above are desirable.</li> </ul>		

<b>4. We are emotionally aware</b>		<b>Interview</b>
<ul style="list-style-type: none"> <li>• I treat others with respect, tolerance and compassion.</li> <li>• I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</li> <li>• I remain calm and think about how to best manage the situation when faced with provocation.</li> <li>• I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</li> <li>• I ask for help and support when I need it.</li> <li>• I understand the value that diversity offers.</li> <li>• I communicate in clear and simple language so that I can be easily understood by others.</li> <li>• I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</li> </ul>		
<b>5. We take ownership</b>		<b>Interview</b>
<ul style="list-style-type: none"> <li>• I actively identify and respond to problems.</li> <li>• I approach tasks with enthusiasm, focusing on public service excellence.</li> <li>• I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</li> <li>• I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</li> <li>• I give feedback to others that I make sure is understandable and constructive.</li> <li>• I take responsibility for my own actions, I fulfil my promises and do what I say I will.</li> <li>• I will admit if I have made a mistake and take action to rectify this.</li> <li>• I demonstrate pride in representing the police service.</li> <li>• I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</li> </ul>		

<b>6. We are collaborative</b>		<b>Interview</b>
<ul style="list-style-type: none"> <li>• I work cooperatively with others to get things done, willingly giving help and support to colleagues.</li> <li>• I am approachable, and explain things well so that I generate a common understanding.</li> <li>• I take the time to get to know others and their perspective in order to build rapport.</li> <li>• I treat people with respect as individuals and address their specific needs and concerns.</li> <li>• I am open and transparent in my relationships with others.</li> <li>• I ensure I am clear and appropriate in my communications.</li> </ul>		
<b>7. We deliver, support and inspire</b>	<b>400</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li>• I take on challenging tasks to help to improve the service continuously and support my colleagues.</li> <li>• I understand how my work contributes to the wider police service.</li> <li>• I understand it is part of my collective responsibility to deliver efficient services.</li> <li>• I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others.</li> <li>• I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</li> <li>• I support the efficient use of resources to create the most value and to deliver the right impact.</li> <li>• I keep up to date with changes in internal and external environments.</li> <li>• I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.</li> </ul>		

<b>8. We analyse Critically</b>	<b>400</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li>• I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</li> <li>• I take in information quickly and accurately.</li> <li>• I am able to separate information and decide whether it is irrelevant or relevant and its importance.</li> <li>• I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</li> <li>• I refer to procedures and precedents as necessary before making decisions.</li> <li>• I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</li> <li>• I recognise gaps and inconsistencies in information and think about the potential implications.</li> <li>• I make decisions in alignment with our mission, values and the Code of Ethics.</li> </ul>		
<b>9. We are innovative and open-minded</b>		<b>Interview</b>
<ul style="list-style-type: none"> <li>• I demonstrate an openness to changing ideas, perceptions and ways of working.</li> <li>• I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</li> <li>• I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</li> <li>• I adapt to change and am flexible as the need arises while encouraging others to do the same.</li> <li>• I learn from my experiences and do not let myself be unduly influenced by preconceptions.</li> </ul>		