

## Contact Handling Support

### Job Family – Support

<b>Grade:</b> C		<b>Department:</b> Force Communication Centre
<b>Location:</b> HQ		<b>Security Vetting:</b> RV
<b>Role Specific Requirements/ Restrictions:</b>	Shift Working, Weekend Working. Tenure Post – 2 Years	
<b>Role Specific Hazards:</b>	Display Screen Equipment, Headsets	
<b>System Access Requirements:</b>	PNC, Information Assets, MyTrent Manager Self Service, STORM, Outlook, Duty Management, Intelligence Overview Live, Custody Whiteboard, WTR, QAS, Property Management, Digital Contact Management Platform	

#### Role Purpose

To deal promptly, professionally and effectively with all customer contact including the collection and appraisal of information obtained from telephone calls and digital contact; the resolution of calls for service, whenever possible; the scheduling of police/staff attendance to incidents when required; and to accurately record crimes in accordance with Home Office Counting Rules (HOCR) and National Crime Recording Standards (NCRS)

#### Role Specific

1. To answer and action non-emergency (101) and emergency (999) calls and digital contact in a timely manner.
2. To interpret and summarise information provided by customers and create an accurate record on STORM (System for Tasking and Operational Resource Management) where appropriate and update when necessary.
3. To provide advice and guidance to customers, signposting where relevant to other agencies for non-police matters.
4. To effectively apply the appropriate graded response to incidents, to mitigate threat risk and harm as evident.
5. To effectively apply National Crime Recording Standards (NCRS) categorisation to incidents recorded.
6. To deal with the progression of incidents which do not require police attendance via telephone and digital contact, extracting accurate information quickly and courteously, with the aim of resolving the incident.
7. To record relevant details on the Force Crime Recording System where appropriate and in accordance with Crime Recording procedures.
8. To allocate or diarise appointments for the attendance of suitable police resources to scheduled response incidents.
9. To provide timely updates to customers in relation to ongoing enquiries that are being managed within the Public Service Unit
10. To use and interrogate various systems (e.g. STORM, Police National Computer, Intelligence systems, to name a few) to progress incidents or to supply officers / relevant staff with accurate up-to-date information to assist with the evaluation and management of incidents.
11. To communicate with Officers / Staff via radio in order to maintain an effective incident resolution system.

#### Role Generic

12. To communicate through the medium of Welsh to a level 1 standard or be prepared to achieve this within 6 months of appointment [Click [here](#) for the DPP Welsh Language requirements.
13. To undertake as directed the transactional activities and administrative tasks required.
14. To provide an effective and efficient service to both internal and external customers ensuring confidentiality is maintained at all times.
15. To deal effectively with internal and external communication from staff and members of the public.
16. To ensure force systems are maintained and updated effectively in line with business processes.
17. To develop, maintain and ensure effective business processes.
18. To comply and act in accordance with relevant legislation, Dyfed-Powys Police Policies and protocols, including Code of Ethics, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.

To view descriptors of the level of responsibility required of this role please [click here](#).

**Note:** This job description is provided to give post holders a broad outline of the job activities of this post. Dyfed-Powys 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. The job description may be amended from time to time within the scope and level of responsibility relevant to this post.

## Skills / Attainments [to be evidenced on application]

**Only evidence against these FIVE attainments on your application form**

	1. Must be able to demonstrate resilience when dealing with challenging situations <b>(E)</b>
	2. Must possess G.C.S.E's Grades A - C, in Mathematics and English Language, or have proven relevant experience to a comparable level in numeracy and literacy <b>(E)</b>
	3. Must demonstrate proficiency at working to a high degree of accuracy and show attention to detail <b>(E)</b>
	4. Must have effective keyboard inputting skills enabling effective inputting and retrieval of data <b>(E)</b>
	5. Must have effective written and oral communication skills <b>(E)</b>

## Other skills / experience / knowledge needed for the role and may be assessed during the interview process

	1. Must possess NVQ level 2 in Call Handling / Customer Service or commit to achieving this qualification within 12 months of commencing in role. <b>(E)</b>
	2. Must have previous experience of working in a busy environment, providing advice and assistance to members of the public. <b>(E)</b>
	3. Must demonstrate a practical approach to problem solving <b>(E)</b>
	4. Must be proficient in the use of Microsoft Word for word processing and Excel for data manipulation and reporting <b>(E)</b>
	5. Must have previous experience of delivering high standards of service to internal and external customers <b>(E)</b>
	6. Must be prepared to successfully complete all training and assessment required of the role <b>(E)</b>

**KEY:** **(E)** – Essential / **(D)** – Desirable

**Please Note:** At interview candidates will be assessed against the criteria detailed in the following link [Click here](#). Further details on the interview process are provided as part of the candidate information pack