



Role Profile

C2714a S4 Call Handler

Role Description

To provide a high quality First Point of Contact service to the public and other agencies within a 24/7 service environment.

Main Responsibilities

- Act as the first point of contact to members of the public, internal staff and external agencies.
- Respond to emergency and non-emergency calls to the Constabulary, making accurate initial assessments, based on risk and vulnerability, determining the most appropriate response.
- Ensure all calls are received within a timely manner in line with Force guidelines and all relevant information is entered onto the Constabulary systems.
- Resolve calls at first point of contact when possible, provide advice and information, liaising with external agencies when appropriate and ensuring customer expectations are managed.
- In line with Data Protection, provide updates to members of the public and other agencies through all appropriate Force communication channels
- Record accurate information to ensure the correct response is delivered through officer deployment or investigation of crime.
- Update existing crime reports and investigate new reports of crime, making decisions on further action to be taken.
- Investigate and identify information from various sources and ensure Constabulary systems are updated in line with local and national guidelines.
- Perform the role of Call Handler within any communications centre or remote site and carry out administration functions commensurate with the role.
- Take a pro-active role in supporting the development of a One Team approach for First Point of Contact to support the organisation in the delivery of excellent customer service

Rank\Scale

Scale 4

Reports To

Communications Supervisor

Supervisory Responsibility

None

Additional Information

Avon and Somerset Constabulary are committed to the principles of Equal Opportunities for all and welcome applications from minority groups including disabled people.

Reasonable adjustments

Following consideration, reasonable adjustments will be implemented to enable disabled staff covered by the provisions of the Equality Act to undertake the core duties and responsibilities of a post in line with the Equality and Human Rights Commission (EHRC) guidance and code of practice on employment.

Additional Responsibilities:

You may be required to perform other duties which are not necessarily specified on the role profile, but which are commensurate with the responsibilities of the role holder.

Security Vetting:

It is the policy of the Avon & Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy.

Experience and Qualifications



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Essential

- Experience of working in a customer services environment
- Accurate typing speed of 35wpm
- Computer literate including basic knowledge of Windows based computer packages
- Experience of dealing with people over the telephone and email
- Experience of interpreting guidelines and making appropriate decisions
- Experience of working in a team

Desirable

- Experience of customer care / call centre environment working
- Experience of training / supporting less experienced members of staff
- Experience of working in a fast-paced, dynamic environment.

This post has been designated as requiring the following vetting level in accordance with the National Vetting Policy - Police Recruitment Vetting (RV)

Shortlisting

SHORTLIST

Criteria relevant to the job

ESSENTIAL

Requirements necessary for safe and effective performance in the job

ADDITIONAL/USEFUL

Where available, elements that contribute to improved/immediate performance in the job

Qualifications

Experience

Experience of working in a customer services environment

EE1

Experience of customer care/call centre environment work



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EA1

Accurate typing speed of 35 wpm

EE2

Experience of training/supporting less experienced members of staff

EA2

Computer literate including basic knowledge of Windows based computer packages

EE3

Experience of working in a fast-paced, dynamic environment

EA3

Experience of dealing with people over the telephone and email

EE4

Experience of interpreting guidelines and making appropriate decisions

EE5

Experience of working in a team

EE6

Skills



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Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Practitioner	Behaviours: • I take into account individual needs and requirements in all of my actions • I understand that treating everyone fairly does not mean everyone is treated the same • I always give people an equal opportunity to express their views • I communicate with everyone, making sure the most relevant message is provided to all • I value everyone's views and opinions by actively listening to understand their perspective • I make fair and objective decisions using the best available evidence • I enable everyone to have equal access to services and information, where appropriate	No
Core Values	Integrity	Practitioner	Behaviours: • I always act in line with the values of the police service and the Code of Ethics for the benefit of the public • I demonstrate courage in doing the right thing, even in challenging situations • I enhance the reputation of my organisation and the wider police service through my actions and behaviours • I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations • I am open and responsive to challenge about my actions and words • I declare any conflicts of interest at the earliest opportunity • I am respectful of the authority and influence my position gives me • I use resources effectively and efficiently and not for personal benefit	No
Core Values	Public Service	Practitioner	Behaviours: • I act in the interest of the public, first and foremost • I am motivated by serving the public, ensuring that I provide the best service possible at all times • I seek to understand the needs of others to act in their best interests • I adapt to address the needs and concerns of different communities • I tailor my communication to be appropriate and respectful to my audience • I take into consideration how others want to be treated when interacting with them • I treat people respectfully regardless of the circumstances • I share credit with everyone involved in delivering services	No



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Core Values	Transparency	Practitioner	Behaviours:	No
			• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others • I am clear and comprehensive when communicating with others • I am open and honest about my areas for development and I strive to improve • I give an accurate representation of my actions and records • I recognise the value of feedback and act on it • I give constructive and accurate feedback • I represent the opinions of others accurately and consistently • I am consistent and truthful in my communications • I maintain confidentiality appropriately	
Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.	No
Inclusive, Enabling and Visionary Leadership	We are collaborative	Practitioner	I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.	No



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Resolute, Compassionate and Committed	We are emotionally aware	Practitioner	I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.	No
Intelligent, Creative and Informed Policing	We are innovative and open-minded	Practitioner	I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.	No



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Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. 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.	No
Resolute, Compassionate and Committed	We take ownership	Practitioner	I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.	No

NOS

NOS Unit	Unit Name	Unit Description