

Role Profile Type:	ASC - Response - Command and Control (Staff)
Role Profiles:	C2408 S3 101 Operator
Published:	Yes
Superintendent Role:	No
Is Parent Role:	No
Parent Role:	
Description:	To provide a high quality first point of contact non-emergency service to the public and other agencies.
Main Responsibilities:	<ul style="list-style-type: none"> <li>• To receive and resolve where appropriate, non-emergency telephone calls at the first point of contact for Avon and Somerset Constabulary Force area.</li> <li>• To make accurate initial assessments of calls, to determine the most appropriate response and direct through suitable channels, including internal colleagues, external partners and other agencies.</li> <li>• To ensure that calls are received and dealt with in a timely manner to provide an excellent customer service.</li> <li>• To utilise Force systems to provide or pass on information accurately and efficiently, in accordance with guidelines.</li> <li>• To perform the role of Non-Emergency Call Taker within any communications centre or remote site.</li> <li>• To proactively support the One-Team approach by delivering excellent customer contact at the First Point of Contract.</li> <li>• To fully understand policies and procedures and keep up to date with such processes at all times.</li> <li>• To support the compliance of Service Level agreements through effective prioritisation and personal workload responsibility.</li> <li>• To perform duties and administrative assistance in support of the service, commensurate to the role.</li> </ul>
Rank\Scale:	Scale 3
Reports To:	C2488a S6 Communications Supervisor
Supervisory Responsibility:	None
Additional Information:	<p>It is the policy of the Avon &amp; Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy. Avon and Somerset Constabulary are committed to the principles of Equal Opportunities for all and welcome applications from minority groups including disabled people.</p> <p><b><u>Reasonable adjustments</u></b></p> <p>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.</p> <p><b><u>Additional Responsibilities:</u></b></p> <p>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</p>

	<p>role holder.</p> <p><b><u>Security Vetting:</u></b></p> <p>It is the policy of the Avon &amp; Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy.</p>
Experience and Qualifications:	<p>The post holder must have excellent communication skills both orally and in writing, have the ability to multi-task and prioritise effectively as well as having customer service experience.</p> <p>Computer literature including a working knowledge of Microsoft packages, the post holder will have experience of team working, have the ability to interpret and follow guidelines and demonstrate decision making ability.</p> <p>Experience of working in a fast-paced, dynamic environment and customer care/ call centre environment would be advantageous.</p> <p>This post has been designated as requiring the following vetting level in accordance with the National Vetting Policy - Police Recruitment Vetting (RV).</p>

<b>SHORTLIST Criteria relevant to the job</b>	<b>ESSENTIAL Requirements necessary for safe and effective performance in the job</b>	<b>ADDITIONAL/USEFUL Where available, elements that contribute to improved/immediate performance in the job</b>
<b>Qualifications</b>		
<b>Experience</b>	Effective Communication skills, both orally and in writing.  EE1	Experience of customer care/ call centre environment working  QA1
	Experience of customer service  EE2	Experience of working in a fast-paced, dynamic environment.  QA2
	Computer literature including a working knowledge of Microsoft packages.  EE3	
	Ability to interpret and follow guidelines  EE4	
	Experience of working in a team  EE5	
	Demonstrate decision making ability.  EE6	