



Job Description/Person Specification

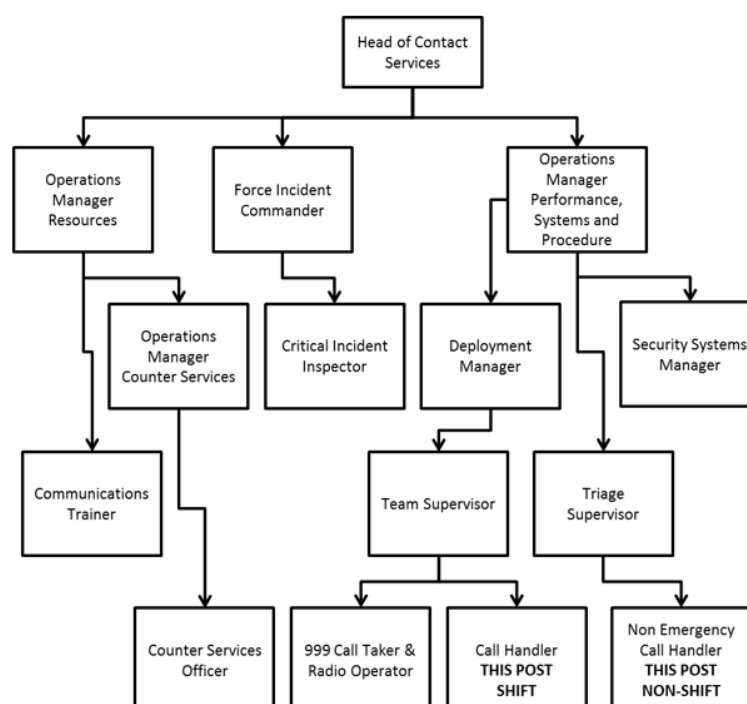
Job Title:	Non Emergency Contact Officer
Post Number:	PO NECO
Division/Department/Section:	Operational Support Command/Force Command Centre/Call Handling Centre
Line Manager	Force Command Centre – Team Supervisor

1. PURPOSE

Acting as the first point of contact to members of the public as one of our non Emergency Contact Officer (101), you will be responsible for receiving non-emergency calls, emails and online contact. Your role will be ensuring the most appropriate help and support is established, ensuring you handle every contact with empathy, and understanding and providing a high level of customer service to member of the public.

The focus of the Force Command Centre is on making every contact count by 'getting it right first time' and ensuring an efficient and effective customer journey as well as seeking to address the maximum number of service calls at the first point of contact within a 24 hour capability.

2. POSITION IN THE ORGANISATION



3. MAIN RESPONSIBILITIES

(INPUT)	(OUTPUT)
Receive and deal with all incoming non emergency calls.	All calls are dealt with correctly and risk assessed appropriately in accordance with Force policies and National Call Handling Standards and public satisfaction is maintained. Performance targets are met.
Receive and deal with information received via Forcewide enquiry inboxes.	All contacts are dealt with in accordance with Force performance standards and public satisfaction in policing is maintained.
Operate the Force Command & Control System to correctly record all incoming enquiries.	Call information is recorded accurately and risk assessed appropriately in accordance with Force policies, allowing appropriate police response.
Operate the Police National Computer (PNC) and Niche.	Ensure information integrity is maintained and meets Force and national recording standards.
Investigate and record reported non-urgent volume crimes in line with the National Crime Recording Standard (NCRS) and the Force's requirements for minimum standards of investigation.	Lines of enquiry are investigated appropriately and public satisfaction maintained. Crime recording standards and minimum standards of investigation are met.
Update existing incident and crime records with additional information and relay to appropriate department or individual.	Public are updated in progress and accurate information is provided for investigating or analysing incidents and crimes.
Provide information and assistance in response to queries on policing or basic legal matters.	Make every contact count and manage demand at first point of contact. Redirect callers to other agencies if required. Performance targets are met.
This list of duties is not restrictive or exhaustive and the post-holder may be required to carry out duties from time to time that are either commensurate with/or lower than the grade of the post. In some posts this might include the ad-hoc provision of guidance and informal training of new colleagues.	Completion of duties to meet the needs of the police service.

4. CONTACTS

1.	Members of the public.
2.	Local Authorities/Agencies - Dorset Fire & Rescue Service, Ambulance Service, Health Authorities.
3.	Other Police Forces.
4.	Police Officers, Enquiry Offices

5. TERMS OF APPOINTMENT

The basic commencing salary will be within Scale C £19,452 per annum rising to £20,706 per annum.

The role is on a shift basis with 14% shift allowance payable. Some public holiday working will be required.

This role will include some weekend working for which enhanced rates of pay are applied.

This post is subject to a two year tenure period during which staff are precluded from applying for other roles or secondments within the Force

6. HEALTH & SAFETY TRAINING

VDU Assessment

Your line manager has the responsibility to refer to the risk assessments appropriate to your role to identify any additional health and safety training required e.g. manual handling training, VDU assessment, Control of Substances Hazardous to Health (COSHH) etc.

7. HEALTH MONITORING

There will be an audio test.

8. VETTING

Subject to standard vetting.

9. PERSON SPECIFICATION

Essential Criteria

Criteria to be measured	Competencies Required
Criteria A	Good IT skills - Ability to type (30 WPM) and capture information, quickly and accurately with a good working knowledge of Microsoft office packages in particular Outlook
Criteria B	Good communication Skills - Ability to listen and question effectively and communicate in a concise and accurate manner whilst showing empathy and understanding to callers to provide high quality customer service
Criteria C	Problem Solving and Decision making Skills – an aptitude for quick decision making and effective problem solving
Criteria D	Resilience – the ability to cope and remain calm in a pressured environment whilst maintaining accuracy
Criteria E	Team Working Skills - Demonstrate experience of effectively and enthusiastically working as part of a team