



## Job Description/Person Specification

<b>Job Title:</b>	101 & 999 Contact Officer/Radio Operator
<b>Post Number:</b>	PO CTRO
<b>Division/Department/Section:</b>	Operational Support Command/Force Command Centre/Call Handling Centre
<b>Line Manager</b>	Force Command Centre – Team Supervisor

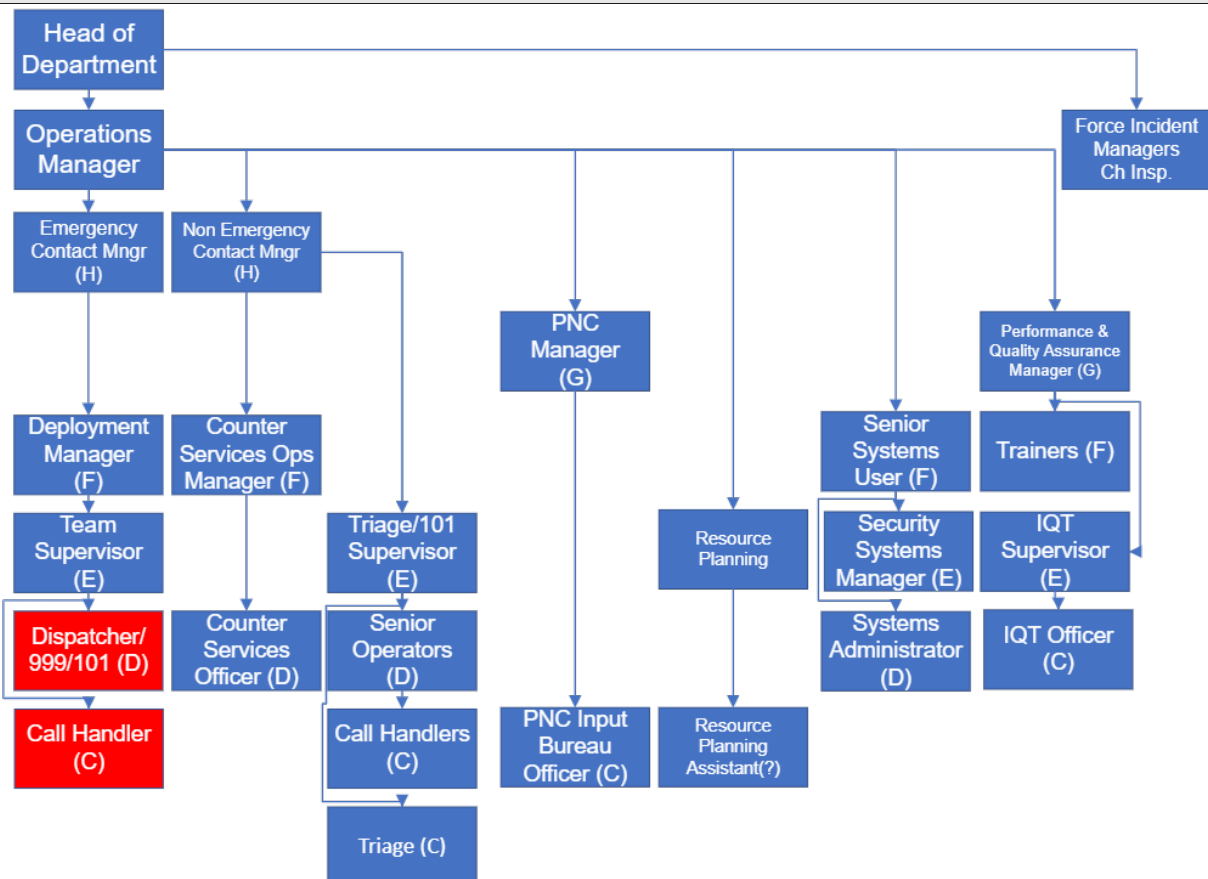
### 1. PURPOSE

Acting as the front line of policing as one of our 101 & 999 Contact Officer/Radio Operators, you will be responsible for receiving emergency and non-emergency calls, emails and online contact from members of the public. Your role will be ensuring the most appropriate help and support is established, ensuring you handle every call with empathy, whilst remaining calm when dealing with potentially sensitive and upsetting calls.

You will also be responsible for directing officers to the scenes of incidents and controlling incidents via radio and other forms of digital communication.

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



<b>3. MAIN RESPONSIBILITIES</b>	
<b>(INPUT)</b>	<b>(OUTPUT)</b>
Receive and deal with all incoming emergency and 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.
Operate the Force Command & Control System to correctly record all incoming enquiries and deployment of police resources.	Information is recorded accurately and risk assessed appropriately in accordance with Force policies, allowing appropriate police response.
Operate encrypted radio systems.	Deployment of police resources is achieved effectively and safely having regard for officer and public safety.
Assess requests for police resources in accordance with Force policies and procedures and task deployment of officers to incidents having risk assessed need and prevailing demand.	Police resources are deployed efficiently and effectively having regard for public and officer safety.
Operate the Police National Computer (PNC) and Niche.	Ensure information integrity is maintained and meets Force and national recording standards. Police resources have necessary information during deployment.
Investigate and record reported non-urgent 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. Performance targets are met.
<b>4. CONTACTS</b>	
<b>1.</b>	Members of the public.
<b>2.</b>	Local Authorities/Agencies - Dorset Fire & Rescue Service, Ambulance Service, Health Authorities.
<b>3.</b>	Other Police Forces.
<b>4.</b>	Police Officers, Enquiry Offices
<b>5. TERMS OF APPOINTMENT</b>	
<p>The commencing salary will be Scale D Starting at £23,100 and rising on a yearly basis to a maximum of £25,353 per annum plus up to 14% shift allowance and weekend enhancements (working between 08:30-00:30).</p> <p>Progression will be subject to pass/fail assessments after completion of 999 and dispatch training and agreement by the Chief Constable that duties are being carried out at a level commensurate with Scale D plus up to 20% shift allowance and weekend enhancements (working 24/7 shifts).</p>	

As part of a vital 24 hour/365 day service you will be required to undertake shift working which includes some unsociable hours, weekend and public holiday working for which enhanced rates of pay are applied. As the post holder will be working a 24 hour rotating shift pattern when progressed above the bar, any other employment must be compatible with the shift pattern.

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.  
Night shift worker assessment available.

## 8. Vetting

Subject to standard vetting.

## 9. PERSON SPECIFICATION

### Essential Criteria

Criteria to be measured	Competencies Required
Criteria A	<b>Good IT skills</b> - 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	<b>Good communication Skills</b> - Ability to listen and question effectively and communicate in a concise and accurate manner whilst showing empathy and understanding to callers to provide a high quality customer service
Criteria C	<b>Problem Solving and Decision making Skills</b> – An ability to use your own initiative, extract specific information to enable the identification of risk and vulnerability and to consider options for actions
Criteria D	<b>Resilience</b> – the ability to cope and remain calm in a pressured environment whilst maintaining accuracy
Criteria E	<b>Team Working Skills</b> - Demonstrate experience of effectively and enthusiastically working as part of a team