WEST YORKSHIRE POLICE

ROLE PROFILE

Role Title	Contact Officer (Initial Contact)	*Reporting to*	Contact Supervisor / Sergeant
Section	Force Contact Unit	*District/Department*	Operational Support
Tenure	2 years	*Rank/Grade*	Scale 4

Part A – JOB DESCRIPTION

Overall purpose of role	To provide a customer focused interface between West Yorkshire Police and the general public and ensure appropriate response to maximise public satisfaction and confidence. To take a proactive role in supporting the development of a One Team approach for first point of contact to support the organisation in delivery of excellent customer service.

Key outputs for role –

1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.

2. Answer and accurately record calls for service (through telephone or on-line means) and ensure that all calls are handled appropriately. Offer advice and guidance to members of the public reporting crimes or incidents and through the appropriate questioning ensure that information is recorded and categorised correctly.

3. Conduct threat, harm, risk, engagement, vulnerability and engagement (THRIVE) assessments and assign a call grading as appropriate and adding information, warning markers and action text sets as required.

4. Assess incident reports and record crimes in accordance with Home Office Counting Rules / National Crime Recording Standards from incident to ensure crime data integrity

5. Assess the needs and vulnerability of the caller/subject using National Decision Making model (NDM) and THRIVE, making decisions, providing rationale and identifying those circumstances where it is necessary to provide additional support and reassurance for the delivery of the highest possible quality service.

6. Create records of reported incidents in a timely manner, on the appropriate computer system(s) and ensure those records are accurate and contain sufficient detail to enable the deployment of operational resources. Where it is imperative that a resource is dispatched immediately ensure (either by use of computer systems or by some other method) that a resource can be deployed whilst further details are being obtained from the caller.

7. Appropriately access, input and extract data/information from the Force computer systems and other departmental systems to enable effective service delivery in accordance with the requirements of Force Policy and Legislation.

8. Manage caller's expectations by responding to incidents, making ethical decisions when making changes, keeping the callers updated and prioritising incidents for police attendance as necessary.

9. Assess logs, make follow up enquiries and generate further action required, thereby contributing to the provision of a timely and efficient response to public.

10. Interrogate police computer systems (in line with legislative and policing guidelines) establishing accurate information and intelligence, ensuring that this is provided to the attending officers to assist in their investigation aiding Health and Safety at an incident. Identify if the matter can be more effectively resolved by other means, forwarding all the details to the appropriate department/agency for action and/or recording appropriate intelligence in accordance with Force recording procedures, Home Office guidelines and National Intelligence Model to assist

in the prevention and detection of crime.	

Dimensions *(Financial/Statistical/Mandates/Constraints/No. of direct reports)*

- You will deal with officers, police staff and the public through a variety of means, for example, telephony and computer systems
- In order to maintain our service to the public, business continuity must be maintained at all times, requiring flexibility and multi-tasking within the unit to optimise customer satisfaction
- Utilise a wide range of systems with Force operating guidelines
- Handling of confidential and sensitive information requiring a high degree of accuracy in processing and a high level of personal integrity within specific time constraints. Such information may come from members of the public who are distressed or under duress.
- Working in a constantly changing environment governed by complex legislation and national standards, e.g. National Crime Recording Standards, Home Office Counting Rules, Codes of Practice and Police National Computer guidelines
- Complying with Force/Health & Safety Policies and Procedures

Work/Business contacts

Internal: Police Officers and Police Staff of the Force at all levels, to provide information appropriate to the nature of the matter being dealt with.

External: Members of the public to provide advice, information or a police response. Other police forces to provide information, assistance or to require assistance. Fire service, Ambulance, Social services, Dog wardens, Local Authorities and any other organisation or agency that can support the Force in providing the best service to the public.

Expertise in Role Required (At selection - Level 1)	**Essential or Desirable**
• To have an ability to work as a team member and building relationships within it	Essential
• Willingness to undertake and ability to successfully complete IT courses required for the role	Essential
• Typing speed of 28 wpm	Essential
• A good command of English, both verbal and written	Essential
• Can demonstrate the ability to communicate clearly	Essential
• Has a basic knowledge of and is able to use computer packages such as Microsoft Office	Essential
• Previous experience of working in a customer service environment	Desirable
• Has a basic knowledge of the Policing issues	Desirable
• Basic knowledge of geography of the Force area covered	Desirable
• Basic knowledge of relevant legislation, Force and local policies and procedures which may relate to role	Desirable
• The ability to speak a second language particularly that of a minority group	Desirable

Other (Physical, mobility, local conditions)	
• Ability to cover shift rota (covering 24 hours, 365 days) as required and a flexible approach to working practices, hours, work location and the ability to commute to work in unsociable hours.	Essential
• Ability to work throughout West Yorkshire as required.	Essential
• Ability to carry out dynamic risk assessments for self.	Essential
• Ability and willingness to travel around the Force for business purposes	Essential
• Hold a current full UK/European driving licence.	Desirable
• Has access to a vehicle and is prepared to use for business purposes.	Desirable

Expertise in Role - After initial development - Level 2
Detailed knowledge of all systems used within the communications system e.g. ICCS, Niche etc.
• Detailed knowledge of procedures and protocols used (e.g. when to record incidents on various systems)
• Has basic knowledge of the assistance available from specialist support functions and how they can be contacted
• Has successfully completed all communications training packages
• Has provided cover to two of the three key areas of business, Call Handling and Incident Management as required.
• Ability to effectively deal with/resolve incidents.

Structure

Contact Duty Manager/Inspector

Contact Supervisor / Sergeant

Contact Duty Manager/Inspector

PART B – COMPETENCIES & VALUES

Select one level

Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)
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PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter Access to buildings where based
Vetting Level	Recruitment vetting and any additional requirements dependant on post
Date accepted as a role profile	16th August 2022