

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Contact Handler	Current Grade:	AOO4
Department:	Contact Management	Area:	Force Headquarters
Reports To:	Supervisor (FCC/CRC)	No of Posts:	77 CRC & FCC
Level of vetting:	BC	Post Number:	HQ2758 (FCC) & HQ2742 (CRC)

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To provide non emergency call handling and crime recording for the British Transport Police, and to act as first line of contact for operational staff, members of the public and TOC. Where an emergency contact is received, via non emergency channels, to identify the appropriate grade of response and pass timely to the control room for the relevant police actions.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

Dealing with approx 450k calls a year on average
Force Strength approx 2900 Police Officers and 1500 Police Staff

REWARD

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

- Handling of non-emergency contacts from first contact to resolution received from both external and internal sources. Where emergency contacts are received, via non emergency channels, a timely grade of response will be decided and transferred to control rooms for action. The evaluation of those contacts for service, control room dispatch and other appropriate resolution. Process enquires and incident reports via email and text facilities.
- Ensure that relevant and accurate information is entered and updated onto relevant Force systems in a timely manner; this includes Command and Control (including operational messages regarding sickness and airwave vehicle radio stun and un-stun requests), Crime, PNC (Level NU user access), Force Generic Email inbox, Text (national number) and Origin.
- The provision of excellent customer service and a high quality of service to all Contacts
- Compliance with the Home Office and Scottish Counting Rules (S/HOCR); National Standards of Incident Recording (NSIR), National Crime Recording Standards (NCRS) and the Victims Code of Practice (VCOP).
- Carry out any other duties commensurate with your grade as required.
- To record details of crimes reported by members of the public and staff including victims of crime.
- Make outbound calls to members of public who have interacted with contact management where follow up action is required and quality assurance purposes.

E. DECISION MAKING:

Make decisions

- Sound decision making with regards to resolution of calls; ie is Police attendance required etc.
- Decides and records crime classification by using information obtained from victims and officers and correct application of NCRS, HO and Scottish Counting Rules and Victim Charter

Significant say in decisions

N/A

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

All BTP Staff (including officers/staff of all ranks and grade, Force Control Rooms, FCC, CRC and Area Departments

External

Victims of crime, members of public, rail industry staff, other emergency services, HO Police Force and National Press.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Education to GCSE level or equivalent

Grade A-C in English or equivalent

Experience:

Call Centre, Control Room or other Customer Service environment

High standard of IT

Ability to control telephone traffic in a calm and assertive manner

Skills:

- Excellent Customer Service skills
- Excellent keyboard skills (in the range of 35 WPM)
- Possess a high level of communication skills.
- Able to assimilate information quickly to make informed decisions and act accordingly in line with policy, practices and procedures.
- Demonstrate good written, analytical and listening skills.

Knowledge:

Desired Criteria:

Qualifications and Training:

Previous PNC training

Experience:

Previous Police Call Centre, Crime Recording Centre or Control Room work

Skills:

Previously working in a Police Call Handling or Crime Recording environment

Knowledge:

- Knowledge of HO & Scottish CR, NSIR, NCRS VCoP
- Knowledge of Law

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

This post requires shift working and may require shift changes to maintain service levels

The posts based at the FCC will focus predominantly on non emergency call handling. The posts in CRC will focus predominantly on crime recording.

Each post can work virtually to ensure a comprehensive contact management service is provided.

Each Centre will have independent rosters.

This is a shift based role which attracts a 15% shift allowance.

Ensure awareness and compliance of DSE, H&S, and Diversity and Equality practices within the hot desking environment.

I. AUTHORISATION DETAILS

Prepared By: BTP/TSSA

Date: 7/02/2013

Area Commander /FHQ

Simon Graham

HoD:

Date: 11/02/2013

Evaluation Panel:

Date: