ROLE PROFILE	CONTACT OFFICER (CMCU)	Devon & Cornwall Police

SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	To be the first point of contact for all communication methods including 999, 101, email, webchat, SMS, text relay and Language Line, providing an efficient and reactive response to requests for service from the public, police officers and partner agencies. Managing multiple resources contacts and associated risk simultaneously, in order to deliver an effective communications service, in particular to:
	• Provide information, advice, guidance and resolution to queries from members of the public and other agencies on the non-urgent telephone lines • Effectively managing calls to the emergency number (999) • Responding to all online communications including, but not exclusive to, email and web chat • Using National Decision Model (NDM) and Threat, Harm, Risk, Investigation, Vulnerability, Engagement (THRIVE) to assess threat, risk and harm • Carry out accurate dynamic risk assessments for every contact received • Deal appropriately with callers who may be emotional, distressed, vulnerable, drunk, suicidal or in crisis and deciding on the right course of action • Accurately record reports of incidents or information and intelligence • Demonstrate a flexible approach to the working day environment due to dynamic demand of the Department • Comply with the Standards of Professional Behaviour, demonstrating the highest standards of professionalism, respect and appropriate level of conduct (Code of Ethics) • Managing, sharing and viewing of business and/or sensitive data in accordance with Data Protection Act 2018 and General Data Protection Regulations 2018 and Force Policy • Undertake shift work, covering 365 days, 24 hours, 7 days a week In addition there are some functions that are intrinsic to this role. An employer's duty of care and current legislation allows the Force to establish if a potential applicant could carry them out, either with or without reasonable adjustments. These functions are: • Working at night • Working with Disturbing Evidence/Observation of Disturbing Circumstances • Working with Vulnerable People • Working in an environment with potential for conflict, violence (verbal/physical) etc. To assist in ensuring applicants would be able to undertake these functions of the role, a medical assessment via a questionnaire will be undertaken and may subsequently require a consultation with the Occupational Health Support Unit.

Role Type/Family	Police Staff	**Grade**	4	**Vetting Clearance**	CTC
Medical Assessment	Enhanced			**JE Ref.**	C529
Political Restrictions	None specific to this role				

Role-Specific Training and CPD to be undertaken.	• Induction training • (UNIFI)(STORM)/PNC/Compact/Intranet systems

SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE *(For selection purposes)*

Formal Qualifications required	**Apprenticeship Only:** GCSEs (grade 9-4/A-C) or equivalent in English and Maths regardless of any higher qualifications attained in other subjects/fields. If you do not hold these qualifications you will need to obtain these prior to a job offer being made.(this pre-requisite is only for the Apprenticeship route). A requirement of the role is to obtain the level 3 qualification in Contact Management as part of the apprenticeship scheme.	
Essential experience and specialist skills and knowledge	• Excellent keyboard skills • Excellent oral, listening and written communication skills • Ability to capture critical information and record it accurately • Demonstable analytical and critical thinking skills • Excellent customer service skills • Good decision making skills • Ability to adapt to change • Demonstrable experience of working as part of a team	
Essential Behavioural Competencies	• Openness to change • Negotiation and influencing • Respect for race and diversity • Team working • Community and customer focus	• Effective communication • Problem solving • Personal responsibility • Resilience

SECTION 3: BEHAVIOURS

LEADERSHIP

Openness to change
C Understands the need for change and is willing to adapt to it. Is flexible and prepared to try out new ideas.

Negotiation and influencing
B Uses logic and reason to influence others. Persuades people by using powerful arguments. Identifies clear aims in negotiations and achieves satisfactory outcomes.

WORKING WITH OTHERS

Respect for race and diversity
A. Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences

Teamworking
C Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.

Community and customer focus
C Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them.

Effective communication
B Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Checks for understanding.

ACHIEVING RESULTS

Problem solving
C Gathers enough relevant information to understand specific issues and events. Uses information to identify problems and draw logical conclusions. Makes good decisions.

Personal responsibility
B Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.

Resilience
A Shows reliability and resilience in difficult circumstances. Remains calm and confident, and responds logically and decisively in difficult situations