



ROLE PROFILE

Role Title:	Contact and Crime Recorder Operator
Rank/Grade:	Sc4/5
Job Family:	
Reporting to:	Crime Recording Supervisor
Main purpose of the role:	To provide a high quality of service that will protect people and fight crime. Supporting Bedfordshire Police in achieving its vision and values by appropriately responding to contacts for assistance. This will include the recording and investigation of reported crime.

Key Responsibilities	
<p>Simultaneous call handling processes (as staff will be using the phone, adding data to IT systems and referring to established assessment frameworks at the same time):</p> <ol style="list-style-type: none"> 1. To accurately and promptly receive emergency and non-emergency contacts for service into the Contact Centre from the public, police staff and other partners and agencies. To deal with those contacts utilising problem solving techniques, in a way that focuses upon the needs of the customer and organisation to achieve the appropriate outcome where possible at the first point of contact. 2. Using the NDM and question skills, assess pertinent police intelligence to quickly evaluate, risk assess and determine the most appropriate course of action by grading the call taking account of the National Standard for Incident Recording (NSIR), National Crime recording standards (NCRS), THRIVE matrix, Force Response policy, and Force Governance Framework and the needs of the contact. 3. Using question and listening skills to proactively and accurately identify vulnerability and victim needs at the first point of contact ensure immediate safeguarding measures. 4. Identify and ensure that all investigative fast-track lines of enquiry are progressed by utilising specialist resources and their knowledge including forensic opportunities and where appropriate request Scenes of Crime attendance and provide scene preservation forensic advice. 5. Create and review investigation records by using problem solving techniques and professional judgement and solvability factors in order to evaluate (screen) investigation records advising the victim of the outcome and ensure they have access to other relevant services. 6. When receiving/ recording information ensure that it complies with National Standards and Force Policies with emphasis on a high level of data quality and compliance throughout all activities and being cognisant of data protection requirements. 7. Ensure awareness of the national intelligence model and the requirement to identify, assess and record/respond appropriately to minimise risk and protect the public. 8. Operate all relevant IT systems, where appropriate, in order to input, update, validate, retrieve and extract information where required. 9. Using agreed framework, quality assure, link, update and finalise crimes in accordance with force policy and NCRS/Outcome framework. 10. Carry out desk based enquiries via telephony or other digital means e.g. contact made with a private company to 	



ROLE PROFILE

ascertain if there is any CCTV evidence.

11. Demonstrate highly developed communication skills through clear and effective updates to both internal and external contacts in support Force Vision and Code of Ethics, resulting in high quality service and interactions with all.
12. Carry out any other work as required that is commensurate with the role, such as supporting and coaching new recruits, and adapting work processes in line with changes to policies and procedures and embedding a learning organisation culture.
13. To provide resilience to the force emergency contact centre by handling of emergency calls as necessary.

These key duties and responsibilities are intended only as a guide to the main responsibilities of the post and are not intended to restrict the scope of the post holder to perform other duties. Additional responsibilities for the post holder may be agreed on an individual basis and recorded as part of the annual performance review role requirement.

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None

Agile Working	No
Psychological Assessment	??
Return on Investment	No
Limited Duties	??

Entry Requirements
<ul style="list-style-type: none"> Ability to display a logical, clear thinking and decisive approach and manage own work within a dynamic and fast moving environment with minimum supervision. Must have strong communication skills in order to obtain and provide information clearly, sensitively and accurately, through use of all communication types. Must be a confident user of IT systems, recording data accurately and efficiently. Ability to work under pressure, making logical and appropriate decisions in response to all contact.

Any other General Requirements/Scope
<ul style="list-style-type: none"> Acceptable standard of eyesight and hearing. Clear speaking voice The role holder will not be required to travel around the county as part of their day to day role; however they may occasionally need to travel between sites across Bedfordshire, Hertfordshire and Cambridgeshire to ensure business continuity, and to attend meetings or training. Will be required to work variable shifts which may include 24 hour cover, 7 days per week



ROLE PROFILE

Assessment of Performance in Role – To be reviewed once grading of role profile complete

Performance assessment will be achieved through:-

- Valid and reliable overall performance review conducted by the line manager for the role.
- Data collection will be by a range of methods, including line manager observation. Performance charts, progress against the requirements of this role profile and of objectives set for the performance year.
- Other pertinent and reliable data known to the line manager will be taken into account, for example results of any Employee Engagement surveys conducted during the review period of other feedback on performance of the member of staff.

Personal Qualities(Behavioural Competencies)

Technical Skills and Behavioural competencies may be used for promotion / recruitment / selection / PDR processes

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically



ROLE PROFILE

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.