

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:	FCC - Contact Handler	Current Grade:	A005
	Contact Management		
Department		Area:	Force Headquarters
	Supervisor (FCC)		
Reports To:		No of Posts:	66 FCC
Level of vetting:	BC	Post Number:	

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

- To provide emergency and non-emergency contact handling and crime recording for British Transport Police, and to act as first line of contact for operational staff, members of the public, Network Rail and TOC's, through all methods of contact. To identify the appropriate grade of response (taking into account threat, harm and risk) and to pass the incident in a timely manner to the force control room for the relevant police actions via the Command and Control system.
- Assessing contacts that are received, via all emergency and non-emergency channels and determine whether any criminal offences were committed.
- Recording and classifying all crime reports on the appropriate crime recording system.

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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

Working as a team to deal with

- Dealing with approx. 900k calls a year on average
- Process and deal with 270,000 incidents
- Process 90,000 crimes per year
- Dealing with approx. 20k emails (excluding camera activations)
- Dealing with approx. 18k text messages
- Dealing with approx. 1.4k Twitter feeds
- Force Strength approx.2900 Police Officers and 1500 Police Staff

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

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- Handling all aspects of inbound Emergency and Non-Emergency contacts (telephone, email, text and social media) from first contact to resolution received from members of the public, NWR, TOC's, HO Police Forces, other associated agencies and internal contacts. Process enquiries, incident reports and crimes via email, text and other social media facilities.
- Dealing with calls for service, via all non-emergency channels, creating a record of contact (Command and Control system) and establishing if attendance is required then deciding/actioning a timely/appropriate grade of response for incidents (adhering to the National Standards of Incident Recording – NSIR) and where appropriate transferred to Force control rooms (FCR) for action.
- Assessing and evaluating all contacts that are received, via all channels, telephone, email, text and media, determine whether any criminal offences have been committed. Accurately record and classify all crime reports on the appropriate crime recording system (NICHE) taking into account threat, harm and risk and in accordance with the Home Office Counting Rules (HOCR) and National Crime Recording Standards (NCRS).
- To evaluate Incident logs on Command and Control System (Control Works), Crime transfer emails and disseminate all the information in line with NSIR and NCRS rules to ensure all crimes are recorded correctly in line with the victims needs and any internal or external audit.
- Identifying repeat and vulnerable victims of crime and ensuring they receive an enhanced level of care, in line with the Victims Code of Practice (VCOP). Asses each incident using the THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) model, identifying risks to any involved parties and ensuring they are accounted for at the first point of contact.
- To answer contacts from front line officers (through telephone and email) in all matters relating to crime recording, incident management, crime classification and External Arrest Records, Custody Arrest Records (EAR/CAR) for completion.
- Ensure that all relevant information is entered and updated onto all appropriate Force systems in a timely and accurate manner; this includes Command and Control, Force HR system (ORIGIN) and Crime Recording System (regarding sickness and airwave vehicle radio stun and un-stun requests), Also PNC (Police National Computer at Level NU user access), Force Generic Email inbox, Crime Email Box, Text (national number), social media (twitter etc.).
- To provide excellent customer service to ensure a high quality of service delivery to all Contacts ensuring a right first time approach is delivered and where necessary all appropriate fields are completed within each of the forces recording system and directed to the appropriate team.
- Dealing with unit tasks on the crime recording system, updating existing crime reports with witness details and linking suspects to the crime record on NICHE (occurrence) to facilitate the Criminal History System (CHS).
- Establish contact with victims and witnesses of crime to obtain further information or where follow up action is required and for quality assurance purposes.
- Recording all arrests and out of custody disposals the crime recording system and updating criminal records on PNC. Adding reports to stolen vehicles and items of stolen property.
- Evaluate and process NBTC (National Borders Tracking Centre) alerts, SIRENE bureau notifications (via National Crime Agency) and camera activations (via Network Rail) where an immediate deployment is required to apprehend offenders, terrorist suspects, persons wanted on EU and UK arrest warrants, crimes being committed.
- During out of hours to process internal emails from CJU to arrange for witnesses involved in ongoing cases to ensure they are contacted promptly and notified they must attend court; this mitigates negative reputational damage to the force in incidents where witnesses fail to attend court and ensures officers can provide the correct witness care.
- Responsible for all inbound emails directed to FCC and FCRL in boxes, all contacts received require an immediate assessment as they can include general enquiries, calls for service, or an immediate deployment (e.g. crime, missing persons).
- To always comply 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).

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E. DECISION MAKING:

Make decisions

- Sound decision making (threat, harm and risk) with regards to resolution or appropriate level of direction of all contacts, including text and social media messages ensuring NSIR compliance.
- 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 Code of Practice
- Ensure correct Crime classifications are allocated to crime recording system to ensure BTP accurately records crimes and reports (NCRS) to accurate crime statistics to the home office.

Significant say in decisions

- Responsible for the appropriate grading of intelligence received from non-telephony contacts, who require a referral to AIB or FIB

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), specifically Force Control Rooms, DIU and Area Departments, CMU staff and managers, CJU staff and managers, ERG staff and managers.

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:

- Grade A-C in English and Maths or equivalent

Skills:

- Possess excellent communication and interpersonal skills, ideally gained in Contact/Call Centre environments.
- IT literate (i.e. Able to use and understand Microsoft products and/or bespoke computer systems).
- Able to deliver excellent typing skills – accuracy and speed essential.
- Ability to assimilate information quickly to make informed decisions and act accordingly in line with policy, practices and procedures.
- Ability to demonstrate good written, analytical and listening skills.

Knowledge:

- Understands the views and cultural differences of others and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times

Desired Criteria:

Qualifications and Training:

- Previous PNC training

Experience:

- Previous experience of working within a Police Call Centre, Crime Recording Centre or Control Room.

Skills:

- Contact handling and social media skills

Knowledge:

- Knowledge of HO & Scottish CR, NSIR, NCRS VCoP
- Advanced and in depth knowledge of Law and crime recording standards
- Knowledge of the railway industry

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.*

- Person needs to be flexible and able to adapt to change (shift changes)
- Able to work to targets where required
- A 12-14 week/3.5 month training course (6 weeks classroom based, 6-8 weeks enhanced one to one training in a live environment) is provided and successful applicants will be expected to pass each module before being signed off.
- 12 Month probation period is required for this role due the amount of time invested in training course.
- This is a shift based role which attracts a 20% 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:

Date:

Division Commander
/FHQ HoD:

Date:

Evaluation Panel:

Date:

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