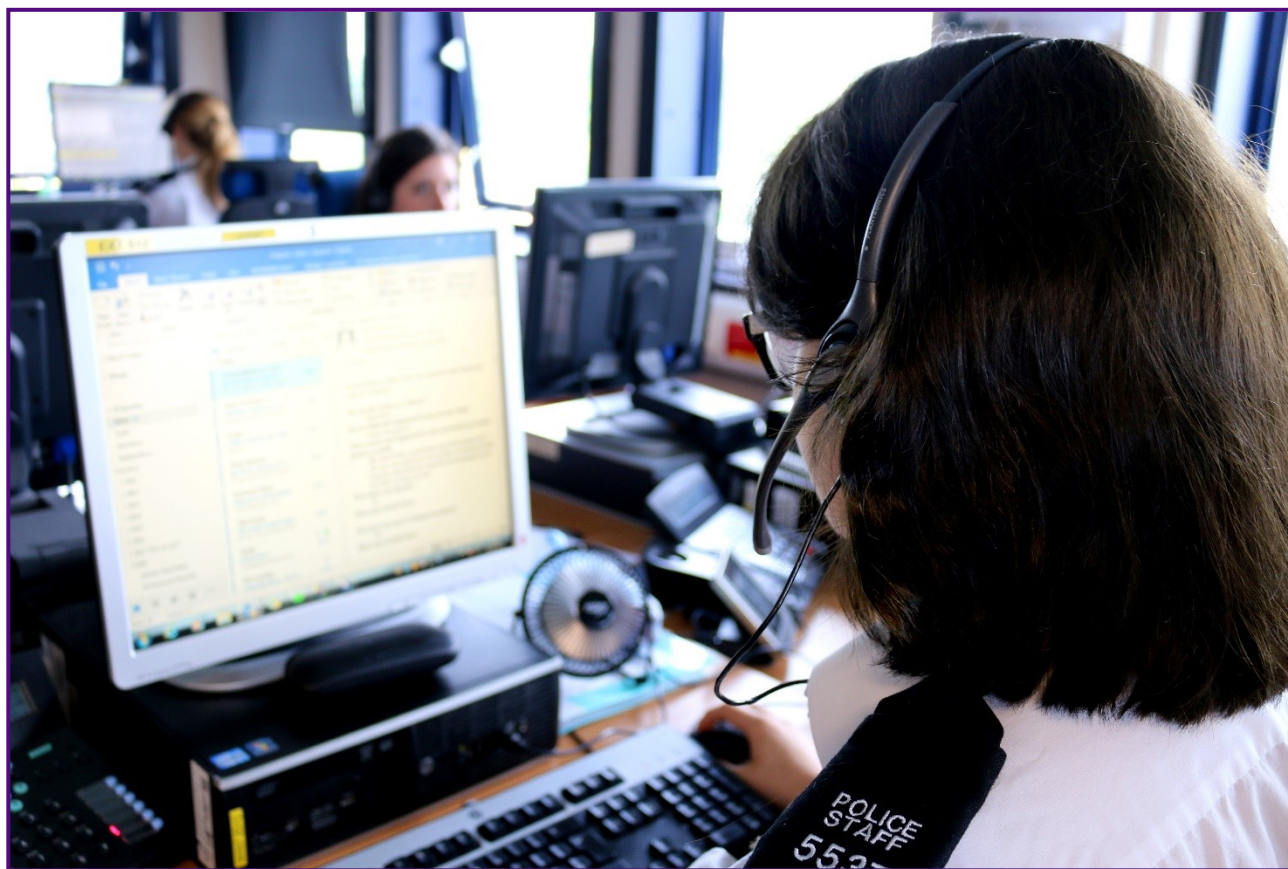




Answering the call

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Non-Emergency Contact Officer



It's not an everyday job

Be part of one of the most efficient and best performing Forces in the country

Dorset covers 1,024 square miles, has a resident population of 742,000 and attracts 14.3m overnight stays by visitors each year. It's a busy place but has one of the lowest recorded crime rates in the country and the Force Command Centre is key to keeping it that way. From the Force Command Centre based in our Headquarters at Winfrith, teams of 101 and 999 call takers and radio operators answer calls and emails, and co-ordinate police resources across the whole of Dorset, 24 hours a day, 7 days a week. From the conurbation of Bournemouth and Poole in the east of the county to the rural west, Dorset throws unusual, difficult, yet fascinating situations at our staff every day. Joining us means learning to expect anything.

How does non-emergency call handling fit into the Force Command Centre?

The Force Command Centre is separated into two areas: the Call Handling Centre in Bournemouth, which receives only non-emergency (101) non-emergency calls, emails and online contact, and the Force Control Room in Winfrith, which handles non-emergency (101) calls emails and online contact as well as emergency (999) call handling and dispatch (radio operators). A team of over 30 members of staff are normally on duty in the Force Command Centre at any one time.

Non-Emergency Contact Officers receive calls from people of all backgrounds and nationalities. It is their responsibility to gather the right information, often under difficult circumstances, to enable the right response. Asking the right questions, listening and relaying accurate details at the same time is critical when every second can be precious. It is not always easy. The caller may speak little English or be too distressed to communicate clearly. The manner in which the Non-Emergency Contact Officer controls the call and asks the questions will help colleagues who may also be required to assist the caller.

101 calls are dealt with in exactly the same manner whether received in the Bournemouth Call Handling Centre or the Winfrith Force Control Room. Detailed questioning allows the Non-Emergency Contact Officer to establish a rapport with the caller and draw out the necessary information to deal with the caller's query and record all the necessary information.

999 calls are time critical and questioning needs to be very specific and controlled. Caller details are then entered on the computerised Command and Control system, and depending on the grading of the call, the 101 and 999 Contact Officer/Radio Operators in the dispatch function take over.

In dispatch, 101 and 999 Contact Officer/Radio Operators work in teams and are each responsible for their own particular area of Dorset. They pass details of the call to the appropriate police team by Airwave Radio and will remain in touch with the deployed teams for the duration of the incident. 101 and 999 Contact Officer/Radio Operators make decisions on how many and which police officers to send to which incidents and are constantly balancing the demand for police officers against the number of incidents they are managing.

They are assisted by support operators who are also trained 101/999 Contact Officer/Radio Operators and who liaise with other emergency services, keep victims updated, and communicate with police officers at the incident.

Answering non-emergency (101) calls and emails

The Winfrith Command Centre dealt with over 400,000 calls last year and the Contact Officer will almost always have been the first member of Dorset Police staff to whom the caller had spoken to. Empathy is very important; the manner in which the call is handled will influence the attitude the caller has to Dorset Police and when and how they choose to contact us in the future.

A 101 call does not normally require an immediate response and will not normally lead to the immediate deployment of police resources. It is crucial to remember that whilst such calls may not be reporting an emergency, they remain important, particularly to the caller. Each caller is treated equally and each situation is taken on its own merits, as there will be occasions when an emergency is reported via 101, rather than 999.

Calls may involve incidents which have already occurred, such as theft, concerns for welfare or simply reporting the unusual. Some calls are relating to issues which are not a police matter. Listening to the caller and use of effective questioning techniques whilst paying attention to detail allows the Contact Officer to determine the correct response and provide an effective solution to the problem. The Winfrith Command Centre also manages electronic enquiries including a growing number of emails sent to Dorset Police and undertakes the recording and processing of volume crime.

All calls are assessed against the [National Call Handling Standards](#) (NCHS) to ensure maintenance of quality of service and consistency of approach. Dorset Police aims to resolve as many queries as possible at the first point of contact and prides itself on providing high quality customer service.

Training and why it's so important

You can expect sustained learning and assessment during your first year so you should be aware of the high levels of effort and commitment involved. If you have any leave booked during the initial training and mentoring period, you will be required to cancel that leave. If this is not possible, you will join the next available course.

During initial training we will require successful candidates to work full time for the period of training delivery, which will be for approximately 16 to 18 weeks. This is owing to the level of training required in order to provide successful candidates with the skills to start the role. During the training period we are not able to grant any leave.

The first five weeks of your training will focus on systems, policies, procedures and law with some call handling, and will largely be classroom based. You will learn how non-emergency (101) calls fit within the criminal and judicial process and how to manage a call to ensure the

needs of both the caller and Dorset Police are met as effectively as possible. You will work approximately 0830hrs – 1600hrs whilst in the classroom.

You will then move to a live call handling environment dedicated to trainees, supported and supervised by mentors and Contact Management trainers. You will work within your contracted pattern and hours, but there may be modifications to the hours you are on duty, particularly for shift workers, to ensure that you have the opportunity to experience as wide a variety of calls as possible and to allow you to practise the skills you have learnt. You will maintain a professional portfolio throughout your training period and will be assessed regularly to ensure you have the support you need to develop your skills effectively.

Having experienced a wide range of calls, dealt with emails and undertaken crime recording and subject to successful completion of your portfolio, you will be deemed competent in the role.

The probationary period for Non-Emergency Contact Officers is 6 months. You will continue to be assessed on the quality of your work on a regular basis throughout your probationary period as you develop your skills and experience. You will receive regular training throughout your professional career to ensure that we continue to provide the best possible service to the people of Dorset.

Why is the training so extensive? Because it needs to be. You are the first contact with the public; the vital link in times of crisis or the knowledgeable individual if they report something unusual. You must be able to cope with anything; from an elderly lady who doesn't want to be in her residential care home, to a member of the public who has returned from holiday to a burglary. The decisions you make in the calls you receive – and the instructions you give – have an immediate impact on the caller. On occasion, they may be life-changing. You are the public face of Dorset Police. This is why training is so important.

For any further queries about the role please email:
alliance-policestaffrecruitment@Dorset.PNN.Police.uk

Hours

We offer a rolling full time (37 hours) shift pattern, or two preferred flexible working options at 18.5 hours or 24.67 hours, which spans the hours 0830 to 0030hrs and includes some weekend working. This attracts a 14% shift allowance, and enhancements for weekend working.

Pay

Commencing salary will be within Scale C which is **£22,175** per annum pro rata, rising by yearly increments to **£23,604** per annum pro rata. Salary is inclusive of 14% shift allowance. An enhancement can also be claimed for hours worked at weekends which accumulates to approximately **£2,000** per annum pro rata.

Salary for part time hours (should you wish to work part-time after training) will be as follows:

- 24.67 hours: **£14,785** per annum pro rata, rising by yearly increments to **£15,738** per annum pro rata. Salary is inclusive of 14% shift allowance. An enhancement can also be claimed for hours worked at weekends which accumulates to approximately **£1,333** per annum pro rata.
- 18.5 hours: **£11,087** per annum pro rata, rising by yearly increments to **£11,802** per annum pro rata. Salary is inclusive of 14% shift allowance. An enhancement can also be claimed for hours worked at weekends which accumulates to approximately **£1,000** per annum pro rata.

Location

This post is based at Force Headquarters, Winfrith near Wool in Dorset. The initial training is generally held at your eventual working location. For operational reasons, we may occasionally need to base the training elsewhere in the Force. On these rare occasions, you will be notified as soon as possible.

Ideally, you will need to remain full time until such time as you achieve competence in each of the three skill areas.

Staff will be required to work such bank holidays as they fall within their pattern for which additional enhancements will be paid.

Tenure

This post is subject to a two year tenure period during which staff are precluded from applying for other roles or secondments within the Force.

Holiday entitlements

Dorset Police annual leave entitlements for a member of staff working 37 hours is 23 days (170.20 hours) or pro rata if part time. Leave is currently recorded and booked in hours and minutes (excluding lunch breaks) for all staff.

An additional five days leave for staff working 37 hours (or pro rata if part time) is granted following the fifth year anniversary of appointment (pro rata for the year of the anniversary) therefore the leave entitlement will increase to 28 days (207.20 hours) in the following leave year.

Additional information

As an operational policing environment, training plans and other activity will sometimes be subject to amendment for operational reasons.

Other benefits

Dorset Police endeavours to offer proactive support to maximise a healthy work/life balance. Staff are therefore offered a wide range of policies to assist in creating a healthy work/life balance including:

- Maternity, Paternity and Adoption Leave
- Flexible Working Policy: e.g. opportunity for Job sharing and part time working to be considered
- Shift working
- Extended Leave Break Policy

Staff also have access to a Contributory Pension Scheme.

Fitness

Fitness and gym facilities are available at various locations across the Force including Force Headquarters. Trained staff are available to offer advice and assistance to police staff regarding fitness programmes and use of specialist equipment.

Support Networks

The Force has a number of support networks for its staff, including Dorset Action for Women Network (DAWN), Parent Network Support Group, Disability Support Network, Neurodiversity Support Network, Lesbian and Gay Liaison Officers (LAGLO), LGBT+ Support Network, Force Chaplaincy and the Minority Ethnic Police Association (MEPA).

Example Shift Pattern – Full Time 37 Hours (**Winfrith**)

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	REST DAY	0830-1730	0830-1730	1530-0030	1430-0030	1530-0030	1530-0030
2	REST DAY	REST DAY	REST DAY	Training Day	0830-1830	0830-1830	0830-1730
3	0830-1730	1530-0030	1530-0030	REST DAY	REST DAY	REST DAY	REST DAY
4	0830-1730	0830-1730	1530-0030	1530-0030	1530-0030	1530-0030	REST DAY
5	REST DAY	REST DAY	REST DAY	0830-1730	0830-1830	0830-1830	0830-1730
6	1530-0030	1530-0030	REST DAY	REST DAY	REST DAY	REST DAY	0830-1730
7	0830-1730	1530-0030	1530-0030	1530-0030	1530-0030	REST DAY	REST DAY
8	REST DAY	REST DAY	0830-1730	0830-1730	0830-1830	0830-1830	1530-0030
9	1530-0030	REST DAY	REST DAY	REST DAY	REST DAY	0830-1830	0830-1730
10	1530-0030	1530-0030	1530-0030	1530-0030	REST DAY	REST DAY	REST DAY
11	REST DAY	0830-1730	0830-1730	0830-1830	0830-1830	1430-0030	1530-0030
12	REST DAY	REST DAY	REST DAY	Training Day	0830-1830	0830-1830	1530-0030
13	1530-0030	1530-0030	1530-0030	REST DAY	REST DAY	REST DAY	REST DAY
14	0830-1730	0830-1730	0830-1730	0830-1730	1530-0030	1530-0030	REST DAY
15	REST DAY	REST DAY	REST DAY	0830-1730	0830-1830	1430-0030	1530-0030
16	1530-0030	1530-0030	REST DAY	REST DAY	REST DAY	REST DAY	0830-1730
17	0830-1730	0830-1730	0830-1730	1530-0030	1530-0030	REST DAY	REST DAY
18	REST DAY	REST DAY	0830-1730	0830-1730	1430-0030	1430-0030	1530-0030
19	1530-0030	REST DAY	REST DAY	REST DAY	REST DAY	0830-1830	0830-1730
20	0830-1730	0830-1730	1530-0030	1530-0030	REST DAY	REST DAY	REST DAY

RD – Rest Day
 FD – Free Day
 TRNG – Training

Example Shift Pattern – Part time 24.67 Hours (**Winfrith**)

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Rest Day	0830-1730	0830-1730	1030-1930	1030-2030	Free Day	Free Day
2	Rest Day	Rest Day	Rest Day	Free Day	Free Day	Free Day	1030-1930
3	1030-1930	1530-0030	1530-0030	Rest Day	Rest Day	Rest Day	Rest Day
4	0830-1730	0830-1730	Free Day	Free Day	1330-2230	1330-2230	Rest Day
5	Rest Day	Rest Day	Rest Day	0830-1730	0830-1830	1030-1930	1030-1930
6	Free Day	Free Day	Rest Day	Rest Day	Rest Day	Rest Day	Free Day
7	Free Day	1030-1930	1030-1930	1530-0030	1530-0030	Rest Day	Rest Day
8	Rest Day	Rest Day	0830-1730	0830-1730	Free Day	Free Day	1330-2230
9	1330-2230	Rest Day	Rest Day	Rest Day	Rest Day	0830-1830	0830-1730
10	1030-1930	1030-1930	Free Day	Free Day	Rest Day	Rest Day	Rest Day
11	Rest Day	Free Day	Free Day	1030-1930	1030-2030	1530-0030	1530-0030
12	Rest Day	Rest Day	Rest Day	0900-1700	0830-1830	0830-1830	Free Day
13	Free Day	1330-2230	1330-2230	Rest Day	Rest Day	Rest Day	Rest Day
14	0830-1730	0830-1730	1030-1930	1030-1930	Free Day	Free Day	Rest Day
15	Rest Day	Rest Day	Rest Day	Free Day	Free Day	1030-2030	1030-1930

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16	1530-0030	1530-0030	Rest Day	Rest Day	Rest Day	Rest Day	0830-1730
17	0830-1730	Free Day	Free Day	1330-2230	1330-2230	Rest Day	Rest Day
18	Rest Day	Rest Day	0830-1730	0830-1730	1030-2030	1030-2030	Free Day
19	Free Day	Rest Day	Rest Day	Rest Day	Rest Day	Free Day	Free Day
20	1030-1930	1030-1930	1530-0030	1530-0030	Rest Day	Rest Day	Rest Day
21	Rest Day	0830-1730	0830-1730	1030-1930	Free Day	1330-2230	1330-2230
22	Rest Day	Rest Day	Rest Day	0900-1700	0830-1830	0830-1830	1030-1930
23	1030-1930	Free Day	Free Day	Rest Day	Rest Day	Rest Day	Rest Day
24	Free Day	Free Day	1030-1930	1030-1930	1530-0030	1530-0030	Free Day
25	Free Day	Rest Day	Rest Day	0830-1730	0830-1830	Free Day	Free Day
26	1330-2230	1330-2230	Rest Day	Rest Day	Rest Day	Rest Day	0830-1730
27	0830-1730	1030-1930	1030-1930	Free Day	Free Day	Rest Day	Rest Day
28	Rest Day	Rest Day	Free Day	Free Day	1030-2030	1030-2030	1530-0030
29	1530-0030	Rest Day	Rest Day	Rest Day	Rest Day	0830-1830	0830-1730
30	Free Day	Free Day	1330-2230	1330-2230	Rest Day	Rest Day	Rest Day

Example Shift Pattern – Part time 18.5 Hours (**Winfrith**)

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	REST DAY	0830-1730	0830-1730	1530-0030	FREE DAY	FREE DAY	FREE DAY
2	REST DAY	REST DAY	REST DAY	FREE DAY	FREE DAY	FREE DAY	FREE DAY
3	0830-1730	1530-0030	1530-0030	REST DAY	REST DAY	REST DAY	REST DAY
4	0830-1730	0830-1730	1530-0030	FREE DAY	FREE DAY	FREE DAY	REST DAY
5	REST DAY	REST DAY	REST DAY	FREE DAY	FREE DAY	FREE DAY	0830-1730
6	1530-0030	1530-0030	REST DAY	REST DAY	REST DAY	REST DAY	0830-1730
7	0830-1730	1530-0030	FREE DAY	FREE DAY	FREE DAY	REST DAY	REST DAY
8	REST DAY	REST DAY	FREE DAY	FREE DAY	FREE DAY	0830-1830	1530-0030
9	1530-0030	REST DAY	REST DAY	REST DAY	REST DAY	0830-1830	0830-1730
10	0830-1730	FREE DAY	FREE DAY	FREE DAY	REST DAY	REST DAY	REST DAY
11	REST DAY	FREE DAY	FREE DAY	FREE DAY	0830-1830	1430-0030	1530-0030
12	REST DAY	REST DAY	REST DAY	Training Day	0830-1830	0830-1830	1530-0030
13	FREE DAY	FREE DAY	FREE DAY	REST DAY	REST DAY	REST DAY	REST DAY
14	FREE DAY	FREE DAY	FREE DAY	0830-1730	1530-0030	1530-0030	REST DAY
15	REST DAY	REST DAY	REST DAY	0830-1730	0830-1830	1430-0030	FREE DAY
16	FREE DAY	FREE DAY	REST DAY	REST DAY	REST DAY	REST DAY	FREE DAY
17	FREE DAY	FREE DAY	0830-1730	1530-0030	1530-0030	REST DAY	REST DAY
18	REST DAY	REST DAY	0830-1730	0830-1730	1430-0030	FREE DAY	FREE DAY
19	FREE DAY	REST DAY	REST DAY	REST DAY	REST DAY	FREE DAY	FREE DAY
20	FREE DAY	0830-1730	1530-0030	1530-0030	REST DAY	REST DAY	REST DAY

Recruitment Schedule and Application Process

Provided below is a simple schedule reflecting the key stages of the Non-Emergency Contact Officer recruitment process.

Registration of Eligibility and Behavioural Styles Questionnaire (BSQ)
Situational Judgement Test (SJT)
Application Form to obtain personal details
Virtual Assessment Centre
Telephone Assessment and Interview
Final stages of selection process for successful applicants: <ul style="list-style-type: none">• Medical suitability• Vetting and reference checks
Appointment to start next intake

Registration of Eligibility and Behavioural Styles Questionnaire (BSQ)

In order to initially apply, you will be required to register your eligibility and complete a Behavioural Styles Questionnaire (BSQ) through the external assessment provider Apollo, a link to which will be provided in the job advert. This will confirm you are eligible to apply and that you hold values, ethics, and morals that reflect the Force.

Situational Judgement Test

If you are successful at the Eligibility and BSQ stage, you will be invited to complete a Situation Judgement Test (SJT) through Apollo, a link to which will be sent to you via email. The SJT is designed to assess your judgement and decision-making skills in relation to potential FCC situations.

You will be presented with several scenarios based on interactions between Contact Officers and members of the public, and you will need to order a series of possible actions in terms of their effectiveness in addressing the scenario.

All candidates successful at this stage will be sent an application form to complete in order to obtain personal details.

Virtual Assessment Centre

If you are successful at the SJT and have submitted your application form, you will be invited to complete a Virtual Assessment Centre through the external assessment provider SHL, a link to which will be sent to you via email. The Virtual Assessment Centre is designed to measure:

- Ability to listen attentively
- Ability to take ownership of, and resolve, customer issues
- Ability to navigate to find, and enter, information accurately (including measuring typing ability)
- How you respond in a variety of customer situations
- Your computer skills in a contact centre setting
- Learning potential
- Tendency to meet goals and work hard when faced with obstacles

Telephone Assessment and Interview

If you are successful at the Virtual Assessment Centre, you will be invited to attend a telephone assessment and interview. This will start with an ID and Right to Work check, after which your telephone assessment will commence. This will consist of a role-play exercise where you will take a call from a “member of the public”.

If you are successful at this assessment, you will be put straight through to a short interview in relation to the role itself.

You will be informed of your interview result by email approximately a week after the event.

If you are not selected on this occasion but have the potential to be suitable for future Non-Emergency Contact Officer vacancies, there will be the opportunity to be retained on a waiting list. However, it should be noted that such opportunities are not guaranteed.

Medical suitability

Once we have offered you a conditional offer of appointment, you will be sent a Health Declaration and Attendance Declaration which you are required to complete and return. Should you specify that you have a health condition or disability which might affect your work and might require special adjustments, you will be assessed by our external Occupational Health provider. This may necessitate the completion of a medical questionnaire (if not already completed) and/or a one-to-one appointment.

Please note this medical clearance can on occasions take a reasonable period of time, as sometimes our Force Medical Officer may need to seek further guidance from your GP or specialist. This is to ensure that you are fit to perform the role and that your health and safety is not put at risk. To ensure validity these must be carried out close to any conditional appointment date. Should any complications occur, it may be necessary for the Force to defer your appointment until this can be satisfactorily completed. A member of the Recruitment Team will liaise with you if this situation occurs.

Vetting and references checks

Vetting and reference checks are required and will be taken forward by the Recruitment Team. Please note that in some cases vetting checks can also take a long time to be completed and complications can arise. In such circumstances the Force will need to defer any appointment date until such a time as these checks are satisfactorily completed. Should this situation arise we will keep you fully informed.

Appointment stage

If all of the above mentioned pre-requisites are satisfactorily completed, the Force will issue you with a formal offer of employment for your new role as a Non-Emergency Contact Officer.

There may be opportunities for you to commence your role with Dorset Police in advance of the intake dates undertaking a role in the Triage team. Details will be given to you at the assessment centre should this be the case.

Equal Opportunities

Dorset Police is committed to equality and diversity within its workforce and is determined to ensure that no job applicant, employee or volunteer receives less favourable treatment on the grounds of: gender, race, sexual orientation, marital/cohabitation status, nationality, ethnic or national origins, age, disability status, religious beliefs or trade union membership/non-membership.

Should you have any questions or queries regarding the recruitment process role of the Non-Emergency Contact Officer please do not hesitate to contact the Recruitment Team on: alliance-policestaffrecruitment@Dorset.PNN.Police.uk