

JOB PROFILE

POST TITLE:	OCC Communications Officer
GRADE:	C progressing to D
DIRECTORATE:	Local Policing
RESPONSIBLE TO:	Operations & Communications Centre Supervisor (OCC Supervisor)
LOCATION:	Hindlip, Worcestershire
JOB PURPOSE:	<p>To receive, record and assess emergency and non emergency requests for policing services and provide resolution where appropriate.</p> <p>To manage and control the deployment of policing resources in line with Deployment Principles, Force Policy, working practices and service standards within Warwickshire Police and West Mercia Police.</p>

MAIN RESPONSIBILITIES : Grade C

1. To receive and record as appropriate requests for service and maintain accurate contact / incident records on Force systems, resolving at first point of contact where necessary.
2. To make an initial assessment of the threat, risk, harm and vulnerability of the service request, to grade within Force guidelines / National Standards utilising intelligence information, and find a suitable resolution route at the first point of contact in order to support community safety and Force crime reduction objectives.
3. To complete crime reports in full where there are no further lines of enquiry or partial completion when further investigation is required.
4. To review, assess and update IT records and intelligence systems in accordance with Force policy, Management of Police Information (MoPI) and national guidelines.
5. To provide timely updates to victims and witnesses and, if the initial response times are unable to be met, update and inform them about the next steps.
6. To maintain standards for security of information in accordance with Force guidelines, National Standards and UK legislation.

7. To communicate accurate information to external organisations whilst maintaining standards of security of information in accordance with Force guidelines, National Standards and UK legislation.	
8. To provide tutoring support to new OCC staff, in conjunction with the OCC Supervisor, during their probationary period.	
9. To maintain and continuously develop a working knowledge of emergency and non-emergency working practices and escalate issues affecting service delivery as necessary.	
10. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
<p>In addition to the Grade C level responsibilities outlined above, the post holder will undertake the following to progress to Grade D, subject to successful completion of</p> <ul style="list-style-type: none"> • a 12 month probationary period at Grade C • a portfolio of evidence demonstrating the required skills and competencies within the in-house learning modules 	
MAIN RESPONSIBILITIES : Grade D	
1. To provide dynamic risk assessment to requests for service/incidents, utilising voice support in high risk situations and mobile data, when appropriate, as a form of communication to operational officers and staff.	
2. To review the most appropriate Police resource for incident management, optimising the resource deployment recommended by Computer Aided Despatch and override if required	
3. To provide operational support to the OCC Inspector and Supervisor in relation to the management of critical and major incidents.	
4. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
Special Conditions:	<ul style="list-style-type: none"> • Required to wear a uniform • Shift working including unsocial hours, weekend and /or night working • Dealing with disturbing / unpleasant situations • Requirement to undertake a medical, hearing and eyesight assessment.
Security level:	Recruitment & Counter Terrorist Check

PERSON SPECIFICATION

GRADE C:

Knowledge

- 5 GCSEs at Grade A-C (or equivalent) including English Language
- Level 3 or equivalent Customer Services qualification

Experience :

- Working as part of a team in a contact centre environment
- Developing effective customer service to internal and external customers
- Working in a pressured environment, prioritising a high and varied workloads,
- Dealing with difficult conversations and challenging situations

Key Skills:

- Accurate data entry skills, with attention to detail.
- Typing speed minimum of 35 words per minute.
- Proficient in the use of IT systems including Microsoft Office packages
- Proven ability to gather and collate information using appropriate questioning techniques
- Proven ability to communicate verbally and in writing with a wide range of people
- Ability to analyse, review and present information in various formats
- Good organisation, time management, administration and co-ordination skills
- Ability to be assertive and remain calm under pressure
- Ability to coach new colleagues.
- Have empathy and be an active listener,
- Have good risk assessment, problem-solving and decision-making skills

Progression to GRADE D requires the post holder to:

Knowledge

- Have comprehensive understanding of National Standards for Incident Recording and National Crime Recording Standards.
- Have satisfactorily completed in-house learning modules at Grade C.

Experience

- At least 12 months experience of dealing with and resolving emergency and non emergency requests for service.
- Have experience of dealing with a range of service requests
- Demonstrate flexibility to work as part of a wider team.

Key Skills

- Proficient in the use of the appropriate Command and Control system modules.
- Demonstrate competence in deploying resources across several policing areas.
- Enhance and update skills at Grade C

