

Job Description

Job Title:	First Contact Officer
Department:	Department of Home Affairs
Division:	Isle of Man Constabulary
Location:	Emergency Services Joint Control Room
Grade:	D200
Responsible to:	Inspector for Custody and Control
Responsible for:	None

Job Purpose

To focus on initial contact made by members of the public, or other agencies, to provide a tailored service to meet the needs of each customer caller. To recognise threat, harm and risk when dealing with matters and allow staff/resources to be allocated accordingly. To reduce the demand on Operational Police Officers and assist the Force Incident Manager (FIM) in resolving matters at the point the calls are received, thus reducing the requirement for Operational Police Officers to be despatched.

Main Duties and Key Accountabilities

A summary of the key day-to-day duties is provided below:

A First Contact Officer will be required to take ownership of enquiries that can be conducted from Police Headquarters.

- Completion of telephone crime reports and telephone Road Traffic Collision reports to be work flowed to relevant Section Sergeant for allocation for further enquiries or Disposal.
- Deal with telephone 'lost and found' reports, minimising the number of items coming into police possession.
- Conduct 'advice only' telephone calls.
- Conduct initial enquiries with external agencies and other forces as required.
- Review I-net events for intelligence purposes and submit intelligence as required.
- Attend front counter to speak with members of the public who make reports in person and record as appropriate on the relevant system .
- Where possible, if time allows and it is deemed necessary and efficient to do so, First Contact Officers may take initial complaint or witness statements from members of the public who attend Police Headquarters.
- At times of high demand will assist in monitoring, updating and answering queries on social media.
- At times of high demand the First Contact Officer may be required to assist the Force Incident Manager (FIM) with initial and imperative phone enquiries and radio support where necessary. (e.g. firearms incident mobilisation and intelligence requirements).

Please note:

- The First Contact Officer will not be tasked by Neighbourhood Support Team or Neighbourhood Policing Team.
- The First Contact Officer will be focused on initial contact only and will not be utilised generally to conduct crime enquiries.
- The First Contact Officer will be supervised by the Force Incident Manager (FIM).

The post holder shall perform such duties and observe and conform with such reasonable instructions as the Department or Board, or person duly authorised by the Department or Board, may from time to time give.

The First Contact Officer will be required to:

- Understand and meet the needs of the community within the remit of the First Contact Officer role in respect of effectiveness and efficiency to support delivery of the Neighbourhood Policing Team policing plan objectives.
- To ensure Safeguarding measures are put in place where applicable to promote the safety of vulnerable people.
- To foster and develop links within the community with all interactions .
- To have awareness of the activities and movement of target criminals within the community in order to provide support to Operational Police Officers.
- To gather and collate intelligence in line with force policy and being proactive in providing this to appropriate Operational Police Officers.
- To provide information and practical guidance to members of the community; with access to crime prevention initiatives, neighbourhood services and community projects.
- To support police strategies and tactics, particularly those relating to enhancing quality of life, antisocial behaviour and licensing matters.
- To promote professional working relationships with other agencies in order to meet the needs of the community, prevent and detect crime and assist in the overall aim of the IOMC of Keeping People Safe.
- To comply with statutory requirements in relation to information management including the Data Protection Act and Management of Police Information.
- To promote and comply with IOMC's policies on equal opportunities and health and safety both in the delivery of services and the treatment of others driving Values and Behaviours across the Neighbourhood Policing Teams.
- Carry out such other duties that are consistent with the nature, responsibilities and grading of the post.

In addition to this:

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health and Safety Review Group of the Department of Home Affairs, Isle of Man Constabulary.

Reporting Framework

The post holder reports to the Inspector Custody/Call Handling of the Department of Home Affairs, Isle of Man Constabulary.

The Inspector Custody/Call Handling, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance and Development Review Scheme.

As Reporting Officer, the Inspector Custody/Call Handling will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the post holder;
- Review and assessment of the post holder's performance and competency/behaviours is made; and
- Performance and Development Review meetings are conducted.

Integrity

As an appointee of the Department of Home Affairs, Isle of Man Constabulary, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Isle of Man Constabulary business and to uphold such confidences.

Qualifications and Experience

To properly deliver the requirements of this post it is expected that the post holder will have the following qualification/professional membership:

- Have previous experience as a Police Constable

Competency Levels For This Post Are:

Leading and working together

Level A

Working supportively as a team player in pursuit of agreed goals

Communicating and influencing

Level A

Communicating clearly, orally and in writing to get the message across

Achieving results

Level B

Prioritising own (and others') work to achieve team goals and scheduling activities and resources to deliver to agreed timescales

Delivering a quality service

Level A

Providing an excellent service and taking pride in delivering work of a consistently high standard

Changing and learning

Level A

Showing an interest in own self-development; and an openness to new ideas and working practices

Showing commitment and resilience

Level B

Adopting an energetic approach, showing enthusiasm and perseverance, being supportive to colleagues under pressure and staying calm and focused

Management Authority under relevant procedures

The delegation of Management Authority for Officers graded at **D200** level within the Department of Home Affairs has been granted by the Chief Executive and:

- is to be exercised in respect of the staff within their individual span of control;
- is applied with the express agreement of the Chief Executive of any member of the Department of Home Affairs.

Civil Service	Authority of Post Holder
Disciplinary Procedure	As Appropriate
Capability Procedure	As Appropriate
Grievance Procedure	As Appropriate

Please note this is not a management position.

**Isle of Man Civil Service
Person Specification**

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Grade:	D200
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Attributes	Essential or Desirable	Method of Assessment
Qualifications		
GCSE in English Language at Grade C or above	D	CV
Experience		
Experienced Police Constable	D	CV
Working in a customer service related role	D	CV/Interview
Knowledge and Skills		
Working knowledge of Microsoft Office and Sharepoint	E	CV
Good telephone manner	E	Interview
Excellent organisational skills	E	CV/Interview
Excellent interpersonal and communication skills	E	CV/Interview
Knowledge of Safeguarding/Public Protection arrangements	D	CV/Interview
Good knowledge of law and police procedures	E	CV/Interview
Confident in the use of Social Media	E	CV/Interview
Good knowledge of police systems	E	CV/Interview

Disposition		
Enthusiastic and Self-motivated	E	Interview
Ability to foster effective working relationships with colleagues and agencies	E	Interview
Ability to assimilate new information quickly	E	CV/Interview
Ability to set/reassess priorities	E	CV/Interview
Ability to work under pressure and remain calm whilst approaching issues in a constructive manner	E	CV/Interview
Committed to the Isle of Man Constabulary's values and behaviours	E	CV/Interview
Ability to develop tasks with minimum need of supervision	E	Interview
Ability to work to a high degree of accuracy and attention to detail	E	Interview
Ability to work to strict deadlines	E	Interview
Resilient	E	Interview
Circumstances/Interests		
Isle of Man Worker	D	CV
Able to be flexible with working hours	D	CV