Warwickshire POLICE

PRACTITIONER JOB PROFILE

POST TITLE:	**Telephone Investigator**
GRADE:	**C**
DIRECTORATE:	**Local Policing – Public Contact**
RESPONSIBLE TO:	**Supervisor – Resolution Centre** **Designated Decision Makers**
LOCATION:	**Bedworth and Stratford / Warwick**
JOB PURPOSE:	To receive and record non-emergency requests for a policing service, determining the level of response required by THRIVE risk assessment, to include recording the crime/incident report and conduct telephone based investigations for crimes where police deployment is not required. Where possible provide resolution of the contact/crime at the first point of contact.

MAIN RESPONSIBILITIES:

1. To take calls reporting low level volume crime from members of the public, carrying out initial risk assessment of the call and if appropriate recording on force systems, capturing data at the first opportunity in accordance with National Standards of Incident and Crime Recording.
2. To provide support to the OCC for taking calls from members of the public when the service level agreement for call handling is not being met, ensuring the calls are graded to ensure that appropriate deployment is made.
3. To make initial contact with victims of crime and then during the investigative cycle and pre-charge stage, providing timely updates to victims of crime in accordance with the Victim Code.
4. To record and investigate non-deployable crime, ensuring all investigative opportunities are taken.
5. Arrange recovery and to review CCTV footage. Upload and circulate images if appropriate.
6. Complete victim and witness statements, which can be completed over the telephone and manage police exhibits appropriately.

7. Complete all general office based enquiries as part of the investigative cycle.
8. Manage undetected crime reports to support operational policing by maintaining oversight of critical business area as appropriate (eg missing / wanted persons, stolen vehicles).
9. Make an assessment on crimes where there are no further evidential opportunities and file as appropriate.
10. Make an assessment on crimes where there are further evidential opportunities when a suspect has been identified, which cannot be managed internally and prepare handover packages to pass for further investigation and/or arrest by Police Officers.
11. To update, analyse and interrogate IT record and intelligence systems in accordance with Force Policy, Management of Police Information (MOPI) and National guidelines.
12. To undertake tutoring and mentoring of staff
13. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

Special Conditions:	• Shift working • Weekend working • Wearing of Uniform • Exposure to disturbing/unpleasant images or tasks • Hearing Test
Security level:	Recruitment Level Vetting (RV)

PERSON SPECIFICATION
Knowledge: • 5 GCSE's including English Language A-C grade or equivalent
Experience: • Experience in working as part of a team • Experience of working in a busy customer service environment • Experience of decision making in relation to issues of threat, harm and risk • Proven ability to gather and collate information using appropriate questioning techniques and create and maintain accurate records • Proven ability to work under pressure, managing high and varied work loads, by prioritisation of tasks to work to strict deadlines in a customer service environment

Key Skills:

- Good data input skills
- Proven customer service skills
- Proven ability to communicate both orally and in written form with a wide range of people
- Demonstrate a commitment to personal and professional development
- Competent in the use of IT, including Microsoft packages

Desirable:

- An understanding of the principles of crime investigation
- Knowledge of National Standard of Incident Recording/National Crime Recording Standard/Home Office Counting Rules

BEHAVIOURS

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- **Resolute, compassionate and committed**
- **Inclusive, enabling and visionary leadership**
- **Intelligent, creative and informed policing**

Under each competency are three levels that show what behaviours will look like in practice.

This role requires the post holder to be operating at or working towards Level 1 of the CVF:

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