



WEST MIDLANDS POLICE

ROLE PROFILE

OCU/DEPARTMENT: Force Contact	POST NUMBER:
SECTION Public Contact Offices	POST TITLE: Public Contact Officer
GRADE: Grade 4	DATE: June 2025

1. JOB PURPOSE

To work as part of a public enquiry team in a Public Contact Office environment and provide a professional response to all contact for service.

2. MAIN DUTIES AND RESPONSIBILITIES

- Act as initial point of contact for members of the public visiting the Public Contact Office and deal with a wide range of enquiries, providing advice and giving information as necessary.
- Make clear timely decisions ensuring all calls for service are assessed, graded and dealt with in line with National Decision Model (NDM), THRIVE and Force Policy to a level which enables the safe and effective grading and allocation of appropriate resources
- To deal with calls for service at the first point of contact where appropriate and possible. Utilising the Grading Framework to identify the most appropriate service option where resolution is not possible at first point of contact.
- To be able to identify and manage risk when assessing and grading incidents for service to enable the safe and effective allocation of appropriate police resources in line with WMP Graded Response Policy.
- Ensure a quality of service is delivered, instilling compliance with Force Values and Standards of Professional Behaviour, developing trust and confidence and providing reassurance with local communities.
- Apply and work in accordance with the following:
 - Home Office Counting Rules
 - National Standards Incident Recording
 - Force Contact Handling Standards
 - Public Contact Office Processes and Guidelines

- Deal with and notify appropriate management level of any issues pertaining to threat, vulnerability, risk and harm requiring emergency response and or affect service delivery and performance.
- Create, update and disseminate appropriately incident logs using the Command and Control IT system, ensuring the inclusion of relevant information/intelligence.
- Question effectively to obtain information and record details with a high level of accuracy. Establish with the member of public the preferred method of contact.
- Manage public expectation in relation to service delivery in a professional and courteous manner.
- Partake in intelligence driven briefings and debriefings, including any issues which will impact on service delivery. This will include self-briefing on the Force Intelligence IT system.
- Complete relevant documentation in relation to Sex and Violent offenders.
- Take and process reports for road traffic collisions, vehicle document production, and other reported traffic incidents, make enquiries and produce necessary reports, report person(s) for any offences disclosed.
- Take and process vehicle seizure notices. Liaise with insurance companies, Motor Insurance Bureau (MIB) and PNC in respect of Vehicle Seizures S165 RTA legislation.
- Update Easy Link Vehicle Information System (ELVIS).
- Manage the bail reporting process and respond to any breach of conditions witnessing signatures of persons on bail or direct to relevant department.
- Receive found property and other property in compliance with current force procedures. Return and release property to owner/representative. Receive surrendered property in compliance with Home office guidelines and amnesties.
- Undertake safe/drug handling procedures according to Force Policy.
- Optimise the use of the scheduled appointment system based on customer needs and operational resilience.
- Use all available technology within the Public Contact Office environment. This will include the operation, understanding and interrogation of all IT systems relevant to the role
- Complete records and provide appropriate services or information for all persons attending the Public Contact Office e.g. arranging for visitors to be escorted to appropriate sections, receiving deliveries, notifying any other agencies who will need to take action.
- Contact other internal or external agencies where necessary / appropriate.
- Take responsibility for personal continuous development by maintaining a full understanding of all operating systems, protocols, policies and procedures pertaining to Force Contact responsibilities.
- To be responsible for improving your performance by participating in the WMP conversation process. Identifying opportunities for development where appropriate.

- Assist with development of staff (if mentor/tutor trained) new to the Public Contact Office role or staff on shadowing duties.
- Attend planned and ad-hoc training, workshops, coaching and mentoring sessions on request. Work alongside your colleagues as a team and proactively seek to maintain and develop knowledge and skill sets.
- To ensure compliance with statutory requirements in relation to information management including Computer Misuse Act (1990). Data Protection Act, (DPA) 1998, The Freedom of Information Act (FOI) 2000 and the Guidance on the Management of Police Information (MOPI) 2010 requirements.
- Ensure compliance with Force Policies in relation to Diversity, Equalities Act, Community and Race Relations, Health and Safety Legislation and any other Force Legislation. Ensure facilitation of the Force Complaints Procedure when applicable.
- When required, apply emergency first aid, if suitably qualified or summon the appropriate medical response to those members of the public who are suffering illness or injury.
- Attend court to give evidence where necessary.
- To carry out all duties which are consistent with the nature, responsibilities and grading of the post i.e. Station security (CCTV), Fire Alarm Testing, including providing support to digital reporting channels and supporting 999 and 101 call taking.

3. QUALIFICATION, EXPERIENCE, SKILLS AND COMPETENCIES

Essential Requirements

- Effective communication skills, with an enquiring, empathetic, reassuring approach.
- Experienced in handling and challenging members of the public, without direct supervision but be confident in seeking advice where necessary.
- Proven decision maker
- Ability to transcribe and accurately record information in a timely manner
- To remain professional at all times in relation to behaviour and communication with the public and staff.
- Demonstrate a commitment to delivering a high level quality of service.
- Competent in using computer systems including Microsoft packages and the Internet.

Desirable Requirements

- Proven experience of dealing directly with the public/customer.
- Awareness of conflict management processes to deal with the public effectively.
- Evidence of effective working relationships with internal and external partners.

- Knowledge and understanding of the National Decision Model, Home Office Counting Rules for recorded crime and the National Crime Recording Standard.
- Access to and understanding of WMP IT Systems.

4. SUPERVISORY RESPONSIBILITY

No supervisor responsibility required

5. SUPERVISION RECEIVED

Post holders will be supervised on a day to day basis by the Force Contact Supervisors

6. CONTACTS OUTSIDE OWN SECTION

Post holders will be expected to liaise with WMP Police staff and officers from a variety of internal departments, other Police Services, external partners and members of the public.

7. SPECIAL CONDITIONS

Post holders will be required to work an agreed working pattern, which may include rotating / alternating shift patterns and include weekend working and Public Holidays.

Post holders will have a nominated base location of work, but may be required to work at different locations across the force area.