

Job Description Call Agent

REPORTS TO: Duty Manager	DATE: December 2020
DEPARTMENT: Operations	LOCATION: Surrey
PURPOSE OF THIS POSITION: To ensure that information is passed from the public to the relevant agency accurately and securely, without any reference to the caller's identity.	
MAIN RESPONSIBILITIES: <ol style="list-style-type: none"> 1. Record information from members of the public via the telephone or other relevant medium. Question the source where possible to ensure best information is received. 2. Input the sanitised information onto the database before forwarding to the appropriate Intelligence unit or external agency, ensuring information complies with data protection and disclosure requirements. 3. In the event of the Contact Centre receiving information regarded as time critical or a threat to life, contact Police Control rooms/Major Incident Rooms and have information noted/actioned for appropriate response. 	

SPECIFIC DIMENSIONS OF THE ROLE:	
Budget-holder	No
Line Management Responsibility	No
Out of Hours Requirement	No, but unsociable hours shift working
Main Contacts	Head of Contact Centre Services, Call Agents, Police Forces for time critical incidents
Specialist Knowledge	

COMPETENCY FRAMEWORK:		
	Competence	Level
People	People Management Enables staff/others to perform well and to develop	3
	Teamwork Collaborates with and supports others to produce better results	3
	Managing Customer Relationships Develops effective relationships with callers, service users. Stakeholders, partners and colleagues	3

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Performance	Business Awareness Understands Crimestoppers purpose and goals and their relevance to own role	3
	Decision Making Assesses the extent and scope of a problem or issue and decides what action to take	3
	Deliver Results Does what needs to be done to get the right outcome at the right time	3
Personal	Leadership Provides a positive influence and demonstrates integrity.	3
	Communication Uses a range of methods to present a professional image of self and Crimestoppers	3
	Continuous Improvement Takes responsibility for self development and be accountable for own actions	3

COMMENTS:

The job description reflects the key accountabilities of the role, but these may vary from time to time according to the needs of the Charity, and you may be asked to undertake any task that is reasonable and in keeping with the nature of your role and your skills and experience.