



Role Profile - Part One

Triage Hub Operative				Dept/LPA		Contact Management	
		Required Vetting Level	*	PIP Level	ICF USE ONLY		
Grade/Rank		Scale 5 or Constable					
Responsible to		Triage Hub Supervisor / Sergeant					
Staff responsible for		None					
Reviewed by (Line Manager)		A/DCI Shula Williamson			Date	Thursday 6 th July 2023	
Purpose of Job		Provide quality THOR-based early review and investigation of Grade 3 crimes and domestic incidents for risk, vulnerability, and opportunity, to ensure that the most appropriate resources are deployed and/or allocated.					
Key Accountabilities (outcomes of employing someone in this role)		1. Quality assuring the grading of incidents provided by the Contact Management Centre (CMC), which have been deemed appropriate for investigation without deployment. 2. Liaising with the Police Control Room (PCR) during instances where police officer attendance at an incident has been identified. 3. Regularly liaise with victims of crime using the appropriate form of contact to obtain further information and/or to explain an outcome decision. 4. Create, update and maintain records held on the relevant computerised and manual filing system(s) throughout the department, ensuring that the information is accurate, up to date, accessible and compliant with local, regional and national guidelines. 5. Develop a thorough understanding of the victim's code and victim contact arrangements to ensure that members of the public are provided appropriate support and their expectations are managed accordingly. 6. Support the investigative process by: a. Assessing volume crimes using the THOR model to decide on the viability of further investigation. b. Providing initial direction to investigators, through the use of clear and concise written reviews which highlight any known areas of risk and/or vulnerability. c. Ensure the timely allocation of investigations to allow the efficient and effective investigation of relevant offences. d. Identify, gather, retain and effectively utilise relevant material, including information and intelligence, to support an effective investigation. e. Identifying and assessing any areas of vulnerability and/or risk associated with a victim, witness or suspect through the investigative process. f. Ensure appropriate safeguarding measures are put in place to support victims, witnesses and suspects. 7. To give regular and effective service. Note: This role profile is designed to assist postholders with understanding what is expected of them in their role. Hampshire Constabulary may ask them to					

	undertake other duties, as required, which are not necessarily specified on the role profile but are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.
Additional Requirements	1. Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention, and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation. 2. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role. 3. All staff are required to complete annual DSE and Fire Safety e-Learning plus any applicable role-specific training. 4. Postholders should be aware that this role requires working unsociable hours, for which the appropriate allowances will be paid. 5. Postholders may be required to wear uniform and/or adhere to the dress code within the published force policy. 6. Provide training, mentoring and support to peers within the Triage Hub, as required. 7. Assist in the development and maintenance of IT systems and administrative processes to ensure that the Triage Hub is operating as effectively and efficiently as possible.



Role Profile - Part Two

Education/Qualifications Required	Essential ➤ Police Officer - Competent Constable ➤ Police Staff - Educated to Educated to QCF Level 2 (3-5 passes) OR work experience deemed to have brought the postholder to a comparable level. Desirable ➤ None.
Experience Required	Essential ➤ Experience of working in a busy administrative environment, undertaking complex administrative tasks to a high standard. ➤ Experience of communicating effectively with members of the public, handling sensitive subject matters professionally and efficiently. ➤ Previous investigative experience. Desirable ➤ Experience of working in a pressurised and reactive call handling environment. ➤ Previous experience working within a policing environment. ➤ Good geographic knowledge of Hampshire and the Isle of Wight. ➤ Knowledge of Contact Management operating procedures and graded responses to incidents.
Recruitment Competencies	We are Emotionally Aware at Level 1 We Take Ownership at Level 1 We Analyse Critically at Level 1 We Deliver, Support and Inspire Level 1 We are Innovative and Open Minded Level 1 Public Service

Approved by HR (police staff only)	Simon Briggs (Senior HR Advisor)	Date	Thursday 6 th July 2023
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