



Post Title: Call Handler Officer

Grade: D

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To act as a first point of contact for the Children's Front Door, accurately receiving, recording and managing contacts, requests for support and safeguarding concerns about children and young people, ensuring timely and appropriate responses in line with statutory guidance.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. Receive and respond to telephone, email and written contacts regarding children and families, including safeguarding concerns.
4. Gather, clarify and record accurate information to support effective screening and decision-making,



5. Use local procedures and guidance to identify safeguarding risks and escalate concerns promptly.
6. Refer to threshold guidance to route contacts appropriately to Children's Social Care, Early Help or partner services under the direction of Managers in the Children's Front Door.
7. Provide clear, professional information and advice to members of the public, professionals and partners.
8. Maintain accurate and timely records on the council's case management system.
9. Work collaboratively with social workers, family help workers, managers and partner agencies to ensure a coordinated response.
10. Contribute to team performance, quality assurance activity and continuous improvement.

Numbers and grades of any staff supervised by the post holder:

None

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

Produced by: Paula Bexon-Director of Children's Integrated Services

Date: April 2026



Job title:

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓	✓	
Technical Skills and Knowledge	Knowledge of safeguarding legislation and guidance, including the Children Act 1989/2004 and Working Together to Safeguard Children.	✓	✓	
	Understanding of thresholds, family help and statutory children's social care pathways	✓	✓	
	Strong information-gathering, listening and questioning skills.	✓	✓	
	Competence in accurate data entry, record keeping and use of case management systems.	✓	✓	
	Understanding of confidentiality, information sharing and data protection requirements.	✓	✓	
	Excellent communication skills, including the ability to manage difficult or distressed callers calmly and professionally.	✓	✓	
	Ability to prioritise work, manage competing demands and meet timescales.	✓	✓	



	Sound judgement and confidence to escalate concerns appropriately.	✓	✓	
	Ability to work effectively as part of a multidisciplinary team.	✓	✓	
	Full UK driving licence and access car insured for business use	✓		
	Demonstrates strong leadership in safeguarding practice by ensuring that all team members understand and comply with safeguarding principles and procedures relating to children and vulnerable adults. Able to identify and escalate potential signs of abuse or neglect and ensures appropriate action is taken in line with the Nottingham City Council Safeguarding Policy. Embeds a proactive safeguarding culture within the team by promoting professional curiosity, providing guidance, and ensuring that the welfare and protection of children and vulnerable adults are prioritised in all service delivery.	✓	✓	
	Undertake other duties within the general scope of the post.	✓	✓	
	Ability and willingness to travel both inside and outside the council area as required Ability to work outside normal office hours	✓		
	In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	✓	✓	
	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness	✓	✓	
Qualification requirement	GCSEs (or equivalent) including English and Maths, or relevant experience. Experience of working in a customer-focused, contact or administrative role (children's services desirable).	✓	✓	✓

***This template is to be used for grades NCC-A1 up to NCC-H2 inclusively**



A - Application	AC – Assessment Centre	D – Documentary
------------------------	-------------------------------	------------------------