Staffordshire Police - Role Profile
(Force Control Room Operator)

Grade/Rank:	E Grade
Directorate:	Contact & Response
Reports to:	Force Control Room Supervisor
Direct Reports:	None

Role Purpose

To be the first point of contact for all types of contacts from the public and other agencies including 999, 101, crime reports, intelligence and general enquiries including both telephone and electronic media. Responsible for identifying and assessing risk and make resolution and deployment decisions using a range of systems.

Co-ordinate the initial response to, and the on-going management of incidents using a range of systems.

Key Tasks and Responsibilities:

- Receive and critically assess all types of contacts including 999, 101, and other types of contacts, on line or in person, from the general public, police and other agencies, maintaining high levels of customer service, manage customer expectations and meet national and organisational service level agreements and take appropriate response action.

- Identifies the purpose and nature of each contact by eliciting relevant and sufficient information to enable an accurate and timely assessment of appropriate means of resolution.

- Assesses risk and identifies the appropriate action to resolve or determine the appropriate agency, deployment grading and priority of contacts.

- Prioritises incidents, assesses risk and identifies the appropriate action to provide a resolution or determine the appropriate agency, deployment grading and priority of calls in order to direct officers and resources according to priorities

- Manages customer expectations regarding the service that can be provided by giving advice and taking appropriate action.

- Liaises with other emergency services and external agencies to co-ordinate an appropriate response to incidents.

- Manages and escalates immediate and high priority incidents effectively, dispatching resources and relays instructions to the ground command, and record progress of the incident to successful resolution to ensure the public is protected and the safety of police resources is maintained at all times.

- Monitors interoperability arrangements and provides effective communication throughout to ensure incidents are resolved appropriately.

- Operates a range of communication systems including the police radio, computer and telephone to communicate with officers in the resolution of incidents and promote high levels of customer service

- Contribute to the initial response to and subsequent co-ordination of the Force's continuing reaction to critical incidents and implement relevant Action Plans in response to incidents.

- Maintains accurate records of relevant information using appropriate systems to ensure an audit trail and to measure and improve performance.

- Use a variety of applications and systems to maintain and update incident records, audit trails and resource availability to measure and improve performance.

- Follow up contacts received to agree resolution and close down contact and file appropriately to meet organisational and national requirements

- Analyses and codes reported crimes to national guidance and files appropriate to enable accurate reporting of local crime statistics

- Act in adherence to all other legal frameworks, key working principles, policies and guidance relevant to the role.

And to be accountable for: (ie responsibilities held by others but measured and owned by this role)

Behaviours

The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.

This role should be operating at the following levels:

Resolute, compassionate and committed

We are emotionally aware		Valuing Diversity	1b
		Managing Sensitivities/Political Savvy	1b
We take ownership		Customer Service	1b

		Maintaining Accuracy/Sustainable Working	1b
Inclusive, enabling and visionary leadership			
We are collaborative		Partner Working	1b
		Managing Complexity/Strategic Planning	1b
We deliver, support and inspire		(self) Leadership	1b
		Supporting Colleagues/Coaching & Mentoring	1b
Intelligent, creative and informed policing			
We analyse critically		Problem Solving	1b
		Situational Judgement	1b
We are innovative and open-minded		Continuous Improvement	1b
		Futurology	1b

Education, Qualifications and Experience	
Essential:	**Desirable:**
Educated to Level 2 or equivalent or relevant work experience. Awareness of the GDPR. Previous experience in a customer service environment. Experience in working in an environment dealing with challenging or vulnerable people.	- May hold typing/keyboard and/or IT qualifications.

Technical/Operational Skills Matrix (See Skills Matrix)	
Essential:	**Desirable**
Effective communication skills – to be able to adapt their communication style to the situation, able to listen to others and respond in a calm and reassuring manner. Good at handling complex tasks with an ability to summarise complex information in a concise way. Able to follow required processes whilst investigating. Able to use standard IT packages, systems and/or databases to fulfil role requirements. Able to breakdown problems into component parts and determine	- Previous experience of working within the GDPR guidelines

appropriate action

Able to interpret and apply guidance to a specific activity.

Work effectively in a team to achieve shared objectives, demonstrating an awareness of individual differences and providing support as required.

Able to review own performance objectively and take steps to maintain and enhance competence and professional standards appropriate to the role.

Leadership Passport Level	Practitioners & Team Leaders	1st Line Mngrs	2nd Line Mngrs	Senior Mngrs
	1	2	3	4

* Indicates that training will be provided as part of the role in this skill

CPD Requirements

- Maintain up-to-date knowledge and understanding of all applicable College of Policing guidance relating to information, intelligence and call handling best practice.

- Maintain knowledge of applicable legislation and guidance on the handling of information and intelligence.

- Undertake all mandatory refresher training relating to information handling legislation – one training day required in every five weeks.

- Maintain a working knowledge of new approaches to call handling, including dealing with difficult and harrowing situations.

Professional Registration/Licences

Not Applicable

Special Conditions

Own car for business use	Yes
Higher level vetting required	No
Requirement to wear Uniform	Yes
Requirement for post entry training	No

Fixed Hours	Shift Work
Weekend working expected	Yes
Shift allowance	Yes
Fixed term or temporary role	Permanent
Politically Restricted	No
On call/standby rota	No
Flexitime Role	No

Notice Period	1 week	28 Days	**1 month**	3 months	

Agile Profile (See Agile Matrix)						
Base	Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
1	1	5	1	4	5	1