

ROLE PROFILE Part1	Role Title	POLICE CONTROLLER	Dept /LPA	CONTACT MANAGEMENT
		VETTING LEVEL		
Grade/Rank	Scale 4 bar 5 bar 6 or Police Constable			
Responsible To	Police Control Room (PCR) Supervisors			
Staff Line Managed	None			
Review by (Line Manager)	Laura Parsonage - Operations Manager		Date	17/08/18
Purpose of Job	Working in a pressurised and reactive environment, the job has a vital responsibility as the first point of contact for emergency and non-emergency calls. Using various IT and Communication systems you will also co-ordinate the initial response and on-going management of incidents via the police radio			
Key Accountabilities	<ol style="list-style-type: none"> 1. Operate a range of communication systems including the police radio, computer and telephone 2. React to calls from the public as a first point of contact maintaining high customer levels and managing customer expectations 3. Make critical decisions based on a variety of information sources 4. Risk assess incidents and manage competing priorities to ensure an appropriate response 5. Manage emergency and non-emergency incidents to ensure the public is protected and the safety of police resources is maintained at all times 6. Be flexible to constantly changing situations and demands 7. Effectively co-ordinate the deployment of a range of police resources completing appropriate dynamic risk assessments 8. Co-ordinate the deployment of Specialist resources 9. Liaise with other emergency services and external agencies to co-ordinate an appropriate response to all incidents 10. Respond to requests for support and assistance from police resources 11. Using IT systems accurately maintain and update incidents records and resource availability 12. Manage the initial response to and subsequent co-ordination of the Force's continuing reaction to critical incidents 13. Implement relevant Action Plans in response to incidents 14. Interrogate a variety of IT applications and systems 15. Comply with Legislation and Hants Constabulary policies including; Data Protection Act, Human Rights Act, Equal Opportunities and Health & Safety 16. Maintain Hants Constabulary discipline and dress codes 17. Communicate effectively with a variety of people who may display a range of emotions and behaviours 18. Observe and maintain confidentiality when appropriate 19. Monitor and respond to incidents captured by CCTV 20. Give regular and effective service <p>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 which 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.</p>			

Additional Requirements

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.

Work a 24 hour rotating shift pattern

Be available to work at alternative locations within Hampshire Constabulary

Attend training events when relevant

Some overtime may be required

Applicants with no previous experience of working in an emergency service contact handling environment will be accepted onto the Apprenticeship Programme.

Apprentices who do not have Maths and English GCSE A-C (or equivalent) on entry will be required to achieve an equivalent level of qualification in these subjects, (Functional Skills Level 2) in order to achieve the Apprenticeship qualification.

Full support will be given to enable trainees to acquire the required levels of functional skills.

Bar Criteria for progression through the salary bar from scale 4 to scale 5 is dependent on:

1. Satisfactory completion of the 12 month probationary period including:

- appropriate attendance on the controller training programme passing incorporated examinations
- achieving positive accreditation from supervisors via the PADP Assessment Record at both call handler and controller level
- successful completion of the Personal Accreditation Portfolio, including completion of relevant qualifications as required.

2. The post holder having a good attendance record which is below the Force 'cause for concern' absence trigger point. Passing through the bar with higher levels of absence will require approval by Head of HR.

Bar Criteria for progression through the salary bar from scale 5 to scale 6 is dependent on:

Minimum Essential Criteria - Individual must meet **ALL** of the following:-

- Good Attendance record – i.e. below force trigger (or personal adjusted trigger if applicable)
- Positive Accreditation from supervisor, formally supported on the Scale 6 application, of competence, ability and flexibility to work on a range of operational desks in the room.
- Consistently meets or exceeds Independent QA standards defined as: Satisfactory audit (90% pass) of at least 20 calls and associated incident logs to ensure compliance with National Contact Management Strategy and NSIR closure codes, which must be evidenced by both CPD and a period of live assessment as part of the independent assessment recorded under the QA process of live desk monitoring carried out by shift supervisors.
- Satisfactory incident management as assessed by shift supervisors, either by remote monitoring on APD or by live desk monitoring. This is to include a minimum assessment of 2 hours (cumulative), to cover both buddy and flier roles and on at least 2 different desks within the room.

In Addition - individual must meet at least **ONE** of the following criteria:-

- **Authorised Acting Supervisor** who has undertaken Acting Duties of at least 120 hours within a 12 month period following formal authorisation by Chief Inspector or Deputy Head of CM of appointment to Acting role.
- **Accredited Tutor:** accredited by successful completion of the Force tutor course and/or by accreditation by formal local assessment by Call Management Training

	<p>department. Must be able to evidence active tutoring within the last 2 years in accordance with the following: An average of 25% of duty time formally in the role of 'tutor' (tutor Unit/ coaching/ mentoring/ otherwise formally developing staff) which is acknowledged and authorised by the supervisor and must include evidence of individual written assessments and formal feedback to individuals).</p> <p>Carry out fire warden duties to meet required standards if requested</p> <p>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.</p>
ROLE PROFILE Part2 CVF Recruitment Competencies	<p>We are Emotionally Aware Level 1 We Take Ownership Level 1 We are collaborative Level 1 We Deliver, Support and Inspire Level 1 We Analyse Critically Level 1 We are Innovative and Open Minded Level 1</p>
Education/ Qualifications	<p>Essential: n/s</p> <p>Desirable: Educated to QCF Level 2 in English and Maths (Functional Skills English and Maths is offered as part of the Emergency Services and Integrated Urgent Care apprenticeship)</p> <p>Hold a typing/keyboard qualification (RSA or comparable). Hold an IT qualification such as ITQ/ECDL/CLAIT</p>
Experience and Skills	<p>Essential:</p> <ol style="list-style-type: none"> 1. Work related contact in a customer service environment. 2. Regular use of a keyboard and able to type at a minimum speed of 28 words per minute. 3. Recent use of the following IT systems; Microsoft (or equivalent), internet/intranet and email. 4. Applicants for 'Emergency Service Contact Handler Transferee' Only Recent experience of an emergency service contact handling environment where the applicant has been required to regularly interact with individuals of all ages and from diverse backgrounds. <p>Desirable: Experience in working in an environment dealing with challenging or vulnerable people.</p>
Approved by HR	<p>Nicole Gabriel</p> <p style="text-align: right;">Date 03/03/11</p>