

## ROLE PROFILE



<b>Post Title:</b>	Switchboard Operator	
<b>Grade:</b>	LC 4	<b>JE: 2007</b>
<b>Location:</b>	Force Control Room, Hutton HQ	
<b>Responsible to:</b>	Police Control Room Supervisor	

### Job Purpose:

Be the first point of contact for members of the public who contact Lancashire Constabulary in non-emergency situations and provide a risk assessed and integrated response to all requests for assistance.

Working in a fast-paced environment, following strict protocols and make decisions to Determine how the call should be dealt with and route down the correct channels.

### Key Responsibilities:

**This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.**

- Receive, manage and risk assess non-emergency calls, ensuring any contact received is dealt with in line with Lancashire Constabulary policies and National Call Handling Standards.
- Communicate effectively with members of the public, colleagues, and external bodies to obtain and provide accurate information with the aim of providing a high level of service and keeping people safe.
- Assess the most appropriate response to all contact by applying policy and using the National Decision-Making Model and THRIVE+ risk assessment tool to prioritise the response accordingly.
- Escalate any matters that require the attention of more senior staff in line with policy.
- Seek continuous improvement by contributing ideas to enhance working practices and taking part in consultations or user group meetings to develop ideas and processes.
- Deliver a professional, high quality, victim-centred service and communicate effectively to manage the expectations of external and internal callers.
- Ensure correct use and maintenance of equipment and bring any fault/shortfalls to the attention of a team leader or other agency, as appropriate.
- Apply knowledge of the Data Protection Act 1998 and Computer Misuse Act 1991 and understand disclosure rules regarding incident logs and other records to ensure that they are fit for purpose and can be used as evidence in court if required.

- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post

### Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

#### Resolute, compassionate and committed

Behaviour	Level	To be Identified by
We are emotionally aware	1	Interview
We take ownership	1	Interview

#### Inclusive, enabling and visionary leadership

We are collaborative	1	Interview
We deliver, support and inspire	1	Interview

#### Intelligent, creative and informed policing

We analyse critically	1	Interview
We are innovative and open minded	1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

### Values :

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.

<b>Integrity</b>	<b>Impartiality</b>
<b>Public Service</b>	<b>Transparency</b>

<b>Qualification</b>		
<b>Essential</b>	<b>Desirable</b>	<b>To be identified by</b>
	Customer Service Qualification or proof of attending an in-house training course in customer service	Application Form
<b>Knowledge / Experience</b>		
	Intermediate use of computers, navigation round numerous systems	Application Form / Assessment / Interview
Experience of working in a Customer Service Role and providing customer advice in a busy environment		Application Form / Interview
Experience of inputting and maintaining computerised and manual filing / recording systems	Experience of interrogating computer systems to produce reports and management information	Application Form / Interview / Assessment
Experience of producing accurate written information and demonstrating a high level of attention to detail		Application Form / Assessment
Experience of maintaining strict confidentiality, using tact and diplomacy where applicable	Experience of communicating in a minority ethnic language i.e. Gujarati, Urdu or Bengali	Application Form / Interview
Knowledge of Health & Safety, Data Protection and Equality Act Principles		Interview
<b>Other</b>		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants
Ability to commute to work in unsociable hours	Experience of successfully working in a shift environment	Interview
Meets the required hearing and eyesight standards		Audio-Visual Examination
Demonstrates a flexible approach to working practices, hours, and work locations		Interview

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

**Date last updated: November 2021**