



ROLE PROFILE

Post Title:	Intelligence Support Police Control Room Operator	
Grade:	LC6	JE: 1407
Location:	Force Control Room	
Responsible to:	Intelligence Support Police Control Room Supervisor	

Job Purpose:

To work as part of a multi skilled team based within Contact Management to provide a 24 hour live time Force operations radio function and effectively manage/update all associated computerised systems.

To provide an intelligence/PNC/PND/CONNECT research/update function to support live-time operational incidents and on-going police investigations.

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.

- Provide an efficient and effective radio communication function in support of the Force Incident Manager (FIM) in areas such as major incidents both pre-planned and spontaneous, pursuits, firearms and Motorway incidents.
- Apply the National Decision Model (NDM) and Threat, Harm, Risk, Investigation, Vulnerability and Engagement Model (THRIVE) to incidents/information reports received by way of STORM/PNC/CONNECT and or via the telephone to ensure an appropriate response.
- Effectively manage and deploy operational resources in conjunction with the management of on-going operational incidents, whilst adhering to national and force policies.
- Use the Force Command and Control system (STORM) in a busy environment to create and maintain accurate incident logs in a dynamic working environment and what can regularly be rapidly changing circumstances.

- Proactively interrogate the Force intelligence systems and utilise specialist PNC/ANPR/PND/CONNECT/STORM investigative tools to assist on-going criminal/police investigations and provide relevant frontline operational support on a 24/7 basis
- Provide support to officers and staff internal and external, requiring access to ANPR/PNC/PND/CONNECT data 24/7 and search/ circulation requests that are received via telephone/mail or via a CONNECT work tray.
- To monitor identified CONNECT work trays and mailboxes that are associated with the role on a 24/7 basis, and take appropriate action upon receipt of an email/work tray task.
- Record and retrieve information accurately from Force computer systems such as STORM/PND/PNC/CONNECT and the Cleartone ANPR system, providing a live time intelligence cell to support policing objectives.
- Monitor the live alarm for all fixed ANPR camera sites throughout the County using the relevant systems to fully assess and check all available intelligence in dynamic situations before making decisions around deployment options.
- Provide specialist services in relation to covert operations i.e. management of covert PNC requests.
- To deal with telephone enquiries relating to operational responsibilities that are consistent with the role i.e. operational officers, internal staff and highways/external agencies and support national PNC operational activations (Such as: Operation Whittle)
- To attend training courses relevant to the role on a regular basis as and when required.
- To maintain and develop your own skills and self-brief regularly regarding processes that are relevant to the role i.e. pursuit, firearms and support the control room at times of peak demand
- Demonstrates a strong commitment to delivering a high standard of service with an emphasis on quality at all times
- To promote and comply with Lancashire Constabulary's policies on Equality Act 2010 and health and safety both in the delivery of service and the treatment of others.
- To be responsible for improving your performance/development by participating in the Continuous Professional Development Review process with your line manager.
- 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.

Integrity	Impartiality
Public Service	Transparency

Qualification		
Essential	Desirable	To be identified by
	PNC Names and Vehicle updater trained.	Application Form
Knowledge / Experience		
Fully trained Police Control Room Operator Radio Dispatcher		Application Form
Experience of working within a busy office environment maintaining strict confidentiality, using tact and diplomacy where applicable		Application Form / Interview
Experience/knowledge of inputting, updating and maintaining Contact Management computerised and manual filing/recording systems		Application Form / Interview / Assessment
Experience of working with minimal supervision organising and prioritising own workload		Application Form / Interview
Experience of working effectively as part of a team		Application Form / Interview
Experience of producing accurate written information and demonstrate a high level of attention to detail		Application Form / Interview / Assessment
Experience of assessing and identifying relevant information, making accurate decisions and taking appropriate action		Application Form / Interview
Knowledge of Health & Safety, Data Protection and Equality Act Principles	Experience of monitoring ANPR alerts and deploying intercept resources	Application Form / Interview
	Experience of working with the Police National Computer	Application Form / Interview
	Experience of working with force control room systems STORM/ SMARTSTORM/ CONNECT	Application Form / Interview
Other		
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		Interview
Meets the required hearing and eyesight standards		Risk Assessment Based Medical Examination
Demonstrates a flexible approach to working practices, hours and work location	Experience of working in a shift environment.	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 deems appropriate.

Date last updated: December 2019