ROLE PROFILE

Post Title:	Digital Engagement Operator	
Grade:	LC4-5 (progression arrangements apply)	JE: 1940
Location:	Headquarters	
Responsible to:	Digital Engagement Supervisor	

Job Purpose:

To be responsible for providing a 24/7 digital online service to the public and partner agencies who contact Lancashire police via the available online services, ensuring all enquiries are processed within agreed timescales, whilst retaining the flexibility to support operational or organisational requirements as necessary.

To be part of a multi skilled digital engagement team within the police control room, supporting Lancashire police when dealing with live time incidents, and ongoing social media campaigns.

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.

- To provide an efficient online digital service 24/7 and process all online contacts received within the outlined timeframes.

- To efficiently cover all roles that are defined within the digital engagement team roles and responsibilities.

- Provide an excellent customer service, whilst upholding the professional standards outlined by Lancashire constabulary.

- Accurately assess, record and retrieve information in conjunction with local/ force and national policies.

- Grade, manage and resolve incidents in line with current Force policies, alerting the relevant supervision i.e. control room supervision/FIM of any serious/critical incidents where necessary

- Provide advice and guidance to departments in respect of online contact and services available within the force.

- To provide regular content to keep the Constabulary's digital and social media channels updated and to help maintain the Constabulary's website and social media feeds.

- To provide support to the corporate communications department as per current practices/processes and at times of high demand, and help maintain the Constabulary's website and social media feeds.

- Have the ability to remain flexible and support divisional staff in the event of digital engagement opportunities.

- Participate in the development of the role of the Digital Engagement Police Control Room Operator, and the enhancement/development and improvement of working practices.

- Support the force control room in taking 999 calls in event of a significant incident/unusual period of high demand.

- Ensure correct use and maintenance of equipment and bring any faults/shortfalls to the attention of the Team Leader or other agency, as appropriate

- Aware of the Data Protection Act 1998, Computer Misuse Act 1991 and the disclosure rules regarding incident logs and other records and their use as evidence in court and their implications in your role

- 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	2	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**
	Intermediate typing/word processing/audio qualification i.e. RSA II, ULCI III, IBT2, ECDL &/or ability to type at 35 wpm	Application Form/Assessment
	Customer Service Qualification or proof of attending an in-house training course in customer service	Application Form

English GCSE C or above or equivalent demonstrable experience		Application Form
Knowledge / Experience		
Experience of working in a Customer Service role and providing customer advice in a busy environment		Application Form/ Interview
Experience of inputting, updating and maintaining computerised and manual filing/recording systems	Experience of interrogating computer systems to produce reports and management information	Application Form/Interview
Experience of producing accurate written information and demonstrate a high level of attention to detail		Application Form/Interview
Experience of maintaining strict confidentiality, using tact and diplomacy where applicable	Experience of communicating in a minority ethnic language i.e. Gujurati, Urdu or Bengali	Application Form/ Interview
To have previous online digital working experience or equivalent knowledge	Maximising the potential of Digital and Social media, including updating and editing internet sites.	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

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: February 2021

LANCASHIRE CONSTABULARY

Digital Engagement Operator JE1940

PROGRESSION ARRANGEMENTS

The following arrangements are subject to the needs of the post and not the post holder.

These progression arrangements do not prevent management seeking authority to appoint at any spinal point in the grade range subject to the individual meeting the progression arrangements.

It is the post-holders responsibility to apply for progression. A post holder must complete the Application for Progression Form and provide evidence that they have achieved the necessary competence under each of the criteria outlined in the progression arrangements below.

LC 4   -   On appointment

LC 5   -   Post holders can apply to progress to LC 5 when they can demonstrate:

- Successful completion of the probationary period
- Competence in answering 999 emergency calls in line with policy and national standards
- Competence in processing social media enquiries in line with policy and providing regular social media content to keep the channels updated and maintain the Constabulary's social media feeds
- Competence in accurately recording and processing incidents reported on-line, in line with policy and national standards.

Performance will be assessed by First Line Managers and evidenced through the PDR process.

Last Updated: 30 June 2020