



ROLE PROFILE

Post Title:	Police Control Room Operator	
Grade:	LC 3 - 6 (£17,799 - £25,380 per annum) plus additional allowances for shift and weekend working depending upon shift system worked. (Progression arrangements apply).	JE:1406
Location:	Police Control Room	
Responsible to:	Police Control Room Supervisor	

Job Purpose:

To provide a professional multifunctional communication service to the public and members of the police service, ensuring callers receive a helpful and informative service. Recording incidents and undertake the role of radio dispatcher, deploying staff to incidents, monitoring progress and assessing resource implications.

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.

- Take emergency and non-emergency calls to the Police in line with National Call Handling Standards (NCHS) and Lancashire Constabulary Policies
- Record and retrieve information from Force computer systems
- Create and manage incident logs in line with National Standard for Incident Recording (NSIR) and Force policies
- Deploy officers to incidents via radio, as appropriate
- Grade, manage and resolve incidents in line with current Force policies, alerting Team Leader of any serious incidents where necessary
- Rotate around the varying duties within the Communications room, as appropriate

- Gain an understanding of the principles of Problem Orientated Policing and Neighbourhood Policing
- Participate in the development of the role of Police Control Room Operator,, the enhancement and improvement of the working practices of the room environment by active involvement with any consultation or user group meetings
- 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	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
	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
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 / Assessment
Experience of producing accurate written information and demonstrate 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 an minority ethnic language i.e. Gujarati, Urdu or Bengali	Application Form / Interview

Knowledge of Health & Safety, Data Protection and Equality Act Principles		Interview
Other		
Ability to commute to work in unsociable hours	Experience of successfully working in a shift environment	Interview
An acceptable level of sickness absence		Attendance to be checked post interview by Recruitment for internal staff, via references for external
Meets the required hearing and eyesight standards		Audio-visual examination
Demonstrates a flexible approach to working practices, hours and work location		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 2019

PROGRESSION ARRANGEMENTS

The post of Police Control Room Operator is graded **LC 3 to 6** (with progression arrangements). Police Control Room Operators are appointed to spinal column point 7 within LC 3 on the understanding that, with the appropriate training and development, they should be able to achieve the competence required to operate at the LC 6 level. Progression through the grade is as follows:

LC 4

Progression to LC 4 will either be at a point during the initial 12 months when an individual has satisfactorily completed their probationary period (i.e. – after at least 6 months) AND is required to undertake the WIDER* or FULL* range of duties, and is deemed competent to do so.

OR

After 12 months satisfactory assessable performance of the BASIC* range of duties. This will be on the understanding that from this point onwards an individual will be required to perform the WIDER* range of duties and is deemed competent to do so.

In either case an individual will then normally be entitled to progress to the top of LC 4 by annual increments, in accordance with their conditions of service.

LC 5

Progression to LC 5 will be after satisfactory assessable performance at LC 4 AND upon undertaking duties requiring:

Knowledge

- Second in line of contact for more complex enquiries concerning the section's policies, procedures, technical and specialist activities. Is known or referred to for specialist knowledge and has sufficient knowledge to give advice or training to others
- Has a level of understanding of the section's strategy sufficient to enable completion of basic job activities
- Working knowledge of local environment, e.g. of area covered by one channel
- Has level of knowledge which allows use of whole functionality of 2 or more police IT applications
- Has complex skills in operating radio equipment involving an intensive period of training and a longer period of on-the-job training

Communications

- At least monthly working contact with senior command, e.g. during incidents
- At least weekly required to seek or pass on information in traumatic, awkward or sensitive situations where individuals are emotionally upset

Mental Demands

- Deadlines are variable and may not follow a general timetable of pattern
- Basic researching/gathering /collating is a minor part of the job

- Interprets policy and procedural and specialist job related information which may be slightly unfamiliar, unusual, inaccurate, incomplete or subjective
- Pragmatic problem solving forms moderate part of the job

Impact and Contribution

- Moderate operational impact across the section, e.g. required to participate in implementation of strategy/policy via support areas

Accountability for people

- Deploys staff

An individual will then normally be entitled to progress to the top of LC6 by annual increments, in accordance with their conditions of service.

***DEFINITIONS**

(1) BASIC range of duties constitutes work in a contact and/or deployment centre, but excludes any radio duties*.

(2) WIDER range of duties constitutes work in a contact and/or deployment centre, and includes occasional radio duties* to provide short-term cover for sickness, refreshment breaks, annual leave, etc. The radio duties performed are an essential requirement to supplement training in order for the competence of an LC4 operator to be assessed with regard to progression to LC5.

(3) FULL range of duties constitutes work in a contact and/or deployment centre, and includes substantial radio duties*. To work at this level an operator must be fully trained and competent, and must be rostered as a matter of course to perform radio duties.

(4) Radio duties include work as a Radio Despatcher and/or Incident Facilitator.

NOTES

1. When measuring 'satisfactory assessable performance' consideration will be given as to whether attendance has been sufficient to allow an individual to demonstrate performance and for managers to assess the same (having regard to the provisions of the attendance policy).
2. The above arrangements do not override management's discretion to appoint anywhere within the grade of LC 3/6.