

LANCASHIRE CONSTABULARY JOB DESCRIPTION



Post Title:	Police Control Room Operator
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.
Grade:	LC 3 - 6 (£16,881.25 - £24,030.00 per annum) plus additional allowances for shift and weekend working depending upon shift system worked, (progression arrangements apply).

KEY RESULT AREAS

- 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 Police Control 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.

CANDIDATE SPECIFICATION

Essential	Desirable	To be identified by:
Qualifications		
	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		
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

Personal Qualities	
Decision Making Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.	Interview / Assessment/
Leadership – Openness to Change Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems.	Interview
Leadership – Service Delivery Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.	Interview
Professionalism Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behavior. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.	Interview/ Assessment
Public Service Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.	Interview
Working with Others Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.	Interview/ Assessment

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 it deems appropriate.

Date last updated: April 2018

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 at least 2 years 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. Police Control Room Operators who were appointed after the 1 January 2000 will progress in accordance with the timescales quoted overleaf.
2. Police Control Room Operators who were appointed prior to the 1 January 2000 will progress in accordance with the old timescales for progression. The old timescales allowed for progression from LC3 to LC4 after 12 months (instead of after completion of probationary period) and progression from LC4 to LC5 after a further 12 months (instead of a further 2 years).
3. Police Control Room Operators who were appointed prior to the 27 March 2000 should progress to spinal column point 10 within LC4 (rather than SCP 9) and to SCP 14 within LC5 (rather than SCP 13). Only those Police Control Room Operators appointed after the 27 March 2000 will progress to the bottom of LC4 and LC5 respectively.
4. 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).
5. The above arrangements do not override management's discretion to appoint anywhere within the grade of LC 3/6.