



## ROLE PROFILE

|                        |   |                |
|------------------------|---|----------------|
| <b>Post Title:</b>     | Police Control Room Operator                  |                |
| <b>Grade:</b>          | LC 4 - 5<br>(Progression arrangements apply). | <b>JE:1904</b> |
| <b>Location:</b>       | Force Control Room                            |                |
| <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, by phone in emergency and non-emergency situations and provide a risk assessed and integrated response to all requests for assistance.

Working in a fast paced environment, follow strict protocols to record reports of crime and make decisions to determine how the report should be dealt with, communicating effectively with victims/informants to provide a clear understanding of how Lancashire Police intend to respond to the report of crime.

### 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 incoming emergency and nonemergency calls and on-line reports, 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 (threat, arm, risk, investigation, vulnerability and engagement) risk assessment tool to prioritise the response accordingly.
- Accurately record reports of crime at the first point of contact where appropriate
- Escalate any matters that require the attention of more senior staff in line with policy
- Use multiple computerised systems to accurately record, update and retrieve information and comply with regulations such as National Standards of Incident Recording (NSIR) and National Crime Recording Standards (NCRS)
- Operate as a competent Police Control Room Call Handler and rotate flexibly between the range of duties as required
- Gain an understanding of the principles of Problem Orientated Policing and Neighbourhood Policing
- 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 faults/shortfalls to the attention of the Team Leader or other agency, as appropriate
- Apply knowledge of the Data Protection Act 1998 and Computer Misuse Act 1991 and have an understanding of 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**

| <b>Behaviour</b>         | <b>Level</b> | <b>To be Identified by</b> |
|--------------------------|--------------|----------------------------|
| We are emotionally aware | 1            | Selection Days             |
| We take ownership        | 1            | Selection Days             |

#### **Inclusive, enabling and visionary leadership**

|                                 |   |                |
|---------------------------------|---|----------------|
| We are collaborative            | 1 | Selection Days |
| We deliver, support and inspire | 1 | Selection Days |

#### **Intelligent, creative and informed policing**

|                                   |   |                |
|-----------------------------------|---|----------------|
| We analyse critically             | 1 | Selection Days |
| We are innovative and open minded | 1 | Selection Days |

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>   |
|  | Intermediate typing/word processing/audio qualification i.e. RSA II, ULCI III, IBT2, ECDL &/or ability to type at 35 wpm | Application Form / Selection Days  |
|  | Customer Service Qualification or proof of attending an in-house training course in customer service                     | Application Form   |
| <b>Knowledge / Experience</b>  |  |  |
| Experience of working in a Customer Service role and providing customer advice in a busy environment     |  | Application Form / Selection Days  |
| 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 / Selection Days  |
| Experience of producing accurate written information and demonstrate a high level of attention to detail |  | Application Form / Selection Days  |
| Experience of maintaining strict confidentiality, using tact and diplomacy where applicable              | Experience of communicating in an minority ethnic language i.e. Gujurati, Urdu or Bengali                                | Application Form / Selection Days  |
| Knowledge of Health & Safety, Data Protection and Equality Act Principles                                |  | Selection Days   |
| <b>Other</b>   |  |  |
| Ability to commute to work in unsociable hours   | Experience of successfully working in a shift environment  | Selection Days   |
| 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 |  | Selection Days           |

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.

**LANCASHIRE CONSTABULARY**

**Police Control Room Operator LC 4 – LC 5**

**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.

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:**

- Have successfully completed their probationary period
- Can demonstrate and evidence consistent competence for the role of call handling
- Can demonstrate and evidence consistent competence at facilitating

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

**It is the post-holders responsibility to apply for progression arrangements. Line Managers can provide documentation to assist individuals in demonstrating competence in support of progression.**