



ROLE PROFILE

Role Title:	Oscar 2, Dispatch and Contact Supervisor
Rank/Grade:	SO1
Job Family:	
Reporting to:	Oscar 1 or Police Staff Equivalent
Main purpose of the role:	To provide a high quality of service that will protect people and fight crime. Supporting Bedfordshire Police in achieving its vision and values by appropriately responding to contacts for assistance. This will include the recording and investigation of reported crime.

Key Responsibilities	
<ol style="list-style-type: none"> 1. Responsible for the supervision of emergency and non-emergency contact and incident reporting ensuring the flexible deployment of resources in order to manage risk and meet demand and provide a high level of service to contacts. Including the identification of additional resources. 2. Responsible for the supervision of Radio Agent personnel and to manage the effectiveness of FAST incident deployment. This will include co-ordinating staff and supervision for spontaneous and pre-planned operations, and major and critical incidents. 3. Ensure First Contact personnel are available at the key times of operational demands to ensure the highest possible service is delivered and organisational risk is appropriately managed. 4. Demonstrate strong problem solving skills in order to resolve incidents at the first point of contact where appropriate and embed this throughout the team. 5. Ensure team are proactively and accurately identifying vulnerability and victim needs at the first point of contact ensure immediate safeguarding measures. 6. Responsibility for the role of Tactical Pursuit Management for spontaneous vehicle pursuits. 7. Deputising for the senior leadership team and representing as required at internal and external meetings. Due to operational demands this will include attending Operational Briefings, Silver Command meetings, FDMM and representing the organisation at multi-agency and JESSOP meetings. 8. Ensure emergency contact and incident management is compliant with National Standards of Incident Recording, National Standards of Crime Recording, National Call Handling Standards, Force Policy, Home Office Counting Rules and PNC compliance strategies. 9. Ensuring the efficient and effective management of incidents and investigations from first point of contact, including signposting to partner agencies, fast-track lines of enquiry in accordance with incident and crime force management procedures. 	



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10. Maintain accurately and timely County-wide resource information, and monitor police resource deployment to ensure this is effectively managed. This will involve communication with divisional supervisors and, as appropriate, Divisional or Joint Protective Services command teams.
11. Ensure departmental performance measures are achieved and call volumes/workloads are under control through dynamic decision making and proactive floor walking.
12. Operate all relevant ICT systems, where appropriate, in order to input, update, validate, retrieve and extract information where required.
13. Demonstrate highly developed communication skills, through clear and effective communication, incident updates and detailed reports support national decision making model principles and force policies and procedures.
14. Engage in supporting and coaching new recruits, and adapting work processes in line with changes to policies and procedures and embedding a learning organisation culture.
15. Deal with issue of staff discipline, staff misconduct investigations, attendance, welfare, performance and development in line with Force HR policies.
16. Deal with complaints and maintain contact with the complainants and seeking appropriate resolutions where practicable.
17. Ensure the ICT and Airwaves infrastructure is fit for purpose and operating effectively to assist staff in providing a service which contributes to public confidence.
18. Performance manage and monitor departmental performance against appropriate bench marks ensuring optimal use of resources whilst driving continuous improvement using qualitative and quantitative measures.
19. Provide resilience to the Crime reporting supervisory function.
20. Any other duties that are commensurate with the role and grade as may be requested by management.
21. The role holder will not be required to travel around the county as part of their day to day role; however they may occasionally need to travel between sites across Bedfordshire, Hertfordshire and Cambridgeshire to ensure business continuity, and to attend meetings or training.
22. Follow all necessary guidelines and protocols to protect and uphold the reputation of Bedfordshire Police

These key duties and responsibilities are intended only as a guide to the main responsibilities of the post and are not intended to restrict the scope of the postholder to perform other duties. Additional responsibilities for the postholder may be agreed on an individual basis and recorded as part of the annual performance review role requirement.



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Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Radio Agents and Contact Operators

Agile Working	No
Psychological Assessment	No
Return on Investment	No
Limited Duties	No

Entry Requirements
<ul style="list-style-type: none"> Ability to work under pressure, making logical and appropriate risk based decisions and manage others to deliver these skills within a dynamic and fast moving environment Must have strong communication skills in order to obtain and provide information clearly, sensitively and accurately, through use of all communication types. Must be a confident user of IT systems, recording data accurately and efficiently. It would be desirable to have previous supervisory experience for example managing & leading teams, HR processes, mentoring and performance delivery. Demonstrate a proactive problem solving approach. Demonstrate high standards of customer service skills and commitment to improving of public confidence in the police service. Demonstrate understanding of partnership working to ensure common goals and solutions are achieved.

Any other General Requirements/Scope
<ul style="list-style-type: none"> A shift pattern which provides 24/7 coverage Meet minimum eyesight and hearing requirements Must successfully complete relevant ICT training, Airwaves Tactical Advisor and Pursuit Management Course.



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Personal Qualities(Behavioural Competencies)

Technical Skills and Behavioural competencies may be used for promotion / recruitment / selection / PDR processes

We are emotionally aware

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded



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I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.