



ROLE PROFILE

Role Title:	Communications Operator
Rank/Grade:	A3 (non supervisory)
Job Family:	Operational
Reporting to:	Team Leader
Main purpose of the role:	To answer emergency and non-emergency calls from the public, police officers, internal and external customers, delivering a customer focused, first point of contact to initiate the appropriate response; Where necessary record crimes and incidents in compliance with legislation and force policy; Take initial reports via radio or telephone from police officers and members of the public; dispatch resources and control incidents in response to calls from the public and police officers. To contribute to achieving the Force vision, purpose and values.

Key Responsibilities

- Receive 999 emergency calls and 101 general telephone calls evaluating the comparative nature, risk and urgency of all calls and decide on the most appropriate action.
- Operate relevant IT systems in order to update, validate and retrieve information (including PNC, STORM, CIS/SOLOMON, Federated Search, Athena, NICE recorder simultaneously whilst handling calls).
- Manage calls and incidents to achieve a suitable conclusion, where necessary providing the appropriate advice and guidance to callers, deploying appropriate resources to incidents requiring police attendance utilising THRIVE.
- Assess low level incidents for suitability for closure in order to comply with NSIR, HOCR and NCRS or flag high level incidents to supervisory for closure.
- Record crimes and incidents in compliance with legislation and force policy.

Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
• None	• None

Psychological Assessment	To be confirmed
Return on Investment	To be confirmed

Entry Requirements
<ul style="list-style-type: none">• Excellent communication and listening skills, in particular must be able to communicate clearly via telephone/Airwave radio• Experience of customer service/call taking environment would be desirable• Ability to obtain, analyse, evaluate and record information• Good typing skills within a high degree of accuracy and computer literacy• Ability to deal appropriately with confidential/ restricted matters• Ability to multi-task and effectively prioritise, whilst paying close attention to detail• Willingness to complete a Personal Development Plan (PDP) within 12 months of starting role

Any other General Requirements/Scope
<ul style="list-style-type: none">• If using a private vehicle then business insurance needs to be organised by the individual.• The post holder will be required to work shifts• The post holder will occasionally be required to work additional hours• Vetting is required, as advised by the vetting unit.• The post holder will be expected to undertake training as and when required.• The post holder will be expected to comply with health and safety requirements.

Obligatory Requirements
<ul style="list-style-type: none">• Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.• There is a requirement for the role holder to meet the probationary objectives set.



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Personal Qualities(Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.