



## ROLE PROFILE

<b>Role Title:</b>	<b>Communications Operator</b>
<b>Department/Unit:</b>	Force Communications Room
<b>Rank/Grade:</b>	<b>A3 (Non-supervisory)</b>
<b>Reporting to:</b>	Team Leader
<b>Main purpose of the role:</b>	<p>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.</p> <p>To contribute to achieving the vision, purpose and values of Hertfordshire Constabulary.</p>

### 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.

<b>Financial e.g., Limits/Mandates</b>	<b>Non-Financial e.g., Staff Responsibility</b>
<ul style="list-style-type: none"><li>• None</li></ul>	<ul style="list-style-type: none"><li>• None</li></ul>

### Entry Requirements

- Excellent communication and listening skills, in particular must be able to communicate clearly via telephone/Airwave radio



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- 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

<b>Psychological Assessment</b>	To be confirmed
<b>Return on Investment or Tenure</b>	To be confirmed
<b>Homeworking or Agile Working</b>	To be confirmed
<b>Vetting Level</b>	To be confirmed

### Any other General Requirements/Scope

- The post holder may be required to travel to different locations across Hertfordshire for work/meetings/training events.
- 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 may 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.
- If required, following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

### Obligatory Requirements

- Before commencement of this appointment, this role may be subject to a 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



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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.