

JOB DESCRIPTION

JOB TITLE: Force Control Room Operative – Multi Skilled

SCALE: 5

SUPERVISION AND CONTROL: FCR Team Manager

RESPONSIBLE FOR: No Subordinates

PLACE OF WORK: Force Control Room

HOURS OF WORK: As per shift pattern

PURPOSE OF THE JOB:

To answer all calls for service in the Force Control Room, providing the public with advice and guidance, ensuring incidents are risk assessed and then graded, allocating and dispatching the appropriate resources in accordance with that assessment and ensuring that they are resolved correctly.

MAIN RESPONSIBILITIES:

1. Allocate resources to incidents and operations in line with the risk they present, the operational objectives and Force guidelines. To communicate with operational and partnership (fire service etc) resources and commanders (interrogating force systems where required) to ensure timely and appropriate dispatch and correct resolution. To include the deployment to, and management of, ANPR hits.
2. To review and risk assess incidents passed to the FCR for deployment and, where appropriate, re-grade them in line with force guidelines
3. To report immediately to a supervisor all incidents that are, or have the potential to develop in to, high risk matters.
4. To operate a range of force systems in order to record and retrieve information and intelligence.
5. To answer both emergency and non-emergency calls and establish the nature and risk of reported incidents, determining the most appropriate response making value based decisions and accurately recording them onto the command and control system.
6. To receive and record accurately (including the linking of duplicate nominals) on to force systems, reports of crime and missing persons in line with current force standards, Crime Recording Standards and Home Office Counting Rules.
7. To allocate scheduled appointments where appropriate.

8. To resolve incidents that can be resolved through the giving of advice to callers by utilising the appropriate policies and legal procedures.
9. To receive, and record accurately (including the linking of duplicate nominals) on to force systems, reports of crime and missing persons in line with current force standards, Crime Recording Standards and Home Office Counting Rules.
10. To provide support to specialist operations including silver related incidents.
11. To complete any other reasonable task in support of FCR business.

NOTE:

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working and major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

CONDITIONS OF SERVICE:

The appointment will be full time and subject to the conditions of service of the Police Staff Council.

The annual leave entitlement is 25 days with a further 5 days after 3 years continuous service.

PERSON SPECIFICATION - ESSENTIAL CRITERIA

Proven experience of managing multiple incidents/tasks and/or resources requiring attention to detail and excellent interpersonal skills.

1. Demonstrate an ability to interpret information and conduct an accurate risk assessment based on that information.
2. Excellent communication skills (written, oral and listening) able to direct, inform, liaise and instruct others clearly and confidently as well as the ability to establish quickly both the needs of the customer and the nature of the policing response required.
3. Demonstrate resilience when dealing with extremely stressful incidents, and customers who are often highly emotional.
4. Comprehensive, fast and accurate keyboard skills with the ability to listen, interpret information, speak with callers and type simultaneously and computer literacy with a proven ability to create and update records accurately and speedily by direct input.
5. Ability to operate and interrogate several systems simultaneously to an advanced level interpreting and using data to progress incidents and make best use of available resources.
6. Demonstrable problem solving and decision-making skills; able to analyse information, evaluate and assess risk applying appropriate solutions.
7. Ability to multitask managing various administration duties as required whilst ensuring that 999 calls are answered as a priority whilst remaining calm and focused and maintain performance under pressure.
8. Ability to work effectively within a team, supporting their colleagues in the delivery of their objectives and goals as well as contributing to team and organisational goals.
9. Demonstrates the ability to respond to change in the working environment by showing willingness to adapt and be flexible without detriment to service or performance.
10. Demonstrate a high level of motivation and flexible attitude; adapting well to change and new working practices, evidenced by a high level of productivity/ achievement with minimal supervision.
11. Demonstrate an understanding of the diversity issues appropriate to the role.

Please attach a 2000 words Supporting Statement on a Word document answering the 4 questions below to your application. The information and examples provided in the supporting statement is how applicants are marked/scored as to how their examples meet the essential and desirable criteria required for the role

Q1 In the Force Control Room, excellent written and verbal communication skills are key. Explain what effective communication means to you and tell us about a time where you have used excellent communication skills.

Q2 As a Force Control Room operative you could be answering 999 calls or deploying officers to incidents where the decisions you make need to be accurate despite working within a time critical environment. Demonstrate an example of how you have had to work effectively under pressure in the past.

Q3 Operatives within our Force Control Room are expected to be able to access and interrogate multiple computer systems across multiple screens to progress the reports we receive. Full training is given but the ability to multi-task is a key skill you will need. Please tell us about a time when you have had to do multiple tasks concurrently (please advise us what the situation was as well as how and why you may have prioritised one task over another).

Q4 Force Control Room Operatives regularly conduct risk assessments on the reports we receive. Many of us make multiple risk assessments unknowingly within our daily lives. Please give us an example of where you have had to make a decision based on a risk assessment. Please demonstrate how you assessed the situation and identified your options before then taking action. Please also include your rationale for this decision along with anything you learnt as a result.

Scale 4-Force Control Room Operative

Application Process:

You should systematically work through each essential criterion and fully evidence your skills, experience, knowledge and abilities, providing examples where possible. Short listing is conducted solely on the evidence you provide.

In line with force policy individuals who are interested in a secondment should gain the support of their line manager prior to applying for the role. The candidate must provide evidence of their line manager's support to MFSS Resourcing at the point of application. Please note any applications submitted without this support will not be progressed through the process.

Please note that this post will remain open to those on the redeployment register until the day before interviews take place. Please also be aware that preferences will be given to those on the redeployment register.

Please note volunteers including Special Constables are unable to apply for vacancies that are only advertised internally. Applications are however welcomed from all volunteers when advertised externally.

Additional Information:

The Police Service is an equal opportunities organisation and is determined to ensure that:

The workforce reflects the diverse society which it serves and that the working environment is free from any form of discrimination, victimisation or harassment.

No job applicant or volunteer is treated more or less favourably on the grounds of sex, gender reassignment, sexual orientation, age, marital status, pregnancy and maternity, race, colour, nationality, ethnic or national origins, religion or belief or disability. This is subject to the Police Service engaging in positive action scheme which intends to overcome or minimise a person's disadvantage.

No job applicant or volunteer is disadvantaged by a provision, criterion or practice which cannot be shown to be a proportionate means of achieving a legitimate aim.

Northamptonshire Police has been accredited as a "Disability Confident Employer". This ensures that every applicant who has a disability (as defined under the Equality Act 2010) and meets the minimum criteria for the role they are applying for, will be guaranteed an interview. If you need any reasonable adjustments for any stage of the application process please ensure your requirements are documented on your application. Please note that evidence to support your request may be required.

The Force does not re-imburse travel to interview expenses.

The Force operates a no smoking policy.