



## ROLE PROFILE

<b>Role Title:</b>	<b>COMMUNICATIONS OPERATOR</b>
<b>Rank/Grade:</b>	<b>A3 (non supervisory)</b>
<b>Job Family:</b>	<b>Operational</b>
<b>Reporting to:</b>	<b>Team Leader</b>
<b>Main purpose of the role:</b>	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

- Evaluate the comparative nature and urgency of all calls and decide the most appropriate course of action
- Record crimes and incidents in compliance with legislation and force policy.
- Assist in the training and assessment of junior staff.
- Provide administrative support as required.
- Provide a service and maintain records in accordance with the requirements of the OASIS Codes of Practice.
- Direct police resources ensuring appropriate prioritisation based on constant evaluation of each incident.
- Control incidents, under guidance from the Supervisor, by maintaining radio contact with operational staff and controlling resources, taking into account of task and safety implications.

<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

- Previous experience within a Police Control Room desirable
- Accurate keyboard skills
- Direct recruitment through appropriate assessment centre

### Any other General Requirements/Scope

- The post holder will be required to work a shift pattern
- The post holder may be required to work additional hours but this will be agree in advance in conjunction with management & the post holder.
- The post holder will be required to use the Police National Database.
- Vetting 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 complete an evidenced based competency framework within the FCR environment through PDP
- The post holder will be expected to comply with health and safety requirements.

### Obligatory Requirements

- 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)

#### Serving the public

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

#### Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

#### Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

#### Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

#### Decision making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

#### Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.