

# JOB DESCRIPTION

## PEOPLE LEADER



<b>Role title:</b>	Contact Management Supervisor
<b>Grade and salary:</b>	Grade G (£26,958 - £33,348)
<b>Allowances:</b>	Shift Allowance and Weekend Working
<b>Hours:</b>	37 hours per week (24 hours/ 7-day week shift pattern)
<b>Department:</b>	Contact Management
<b>Location:</b>	Force Headquarters
<b>Post reports to:</b>	Performance & Demand Manager
<b>Suitable for job share:</b>	Yes
<b>Other considerations (e.g. Travel)</b>	All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.  The full-time role covers a 24-hour, 7-day week shift pattern attracting a 20% shift allowance and weekend hours payment.
<b>Date last reviewed:</b>	October 2022

### PURPOSE AND DESCRIPTION OF JOB ROLE:

Working as part of the Senior Management team in the Contact Management, supervise a team of Operators to ensure an effective and efficient service delivery is provided to the public of Derbyshire and police colleagues. Develop a high performing team of Operators ensuring service level agreements are achieved.

### SPECIFIC ROLES AND RESPONSIBILITIES:

#### People Management

- Build and motivate a high performing team of Operators. Delegate and empower team members to act and make their own decisions, with the knowledge that advice and support are available if needed. Create a work environment and team culture that enables individuals to work to the best of their abilities.

- Through local planning and organising activity, set team objectives that are linked to the business strategy. Drive, monitor and measure performance through the check-in process and proactively support, reward or challenge performance.
- Coach and support the performance and personal development of your team, to help individuals realise their full potential; ensure your team are given regular and constructive feedback to support this.
- Take an active interest in the health and wellbeing of your team, providing welfare support where appropriate and signposting individuals to relevant organisations and networks for further support and guidance as necessary.
- Encourage teams to innovate and challenge the status quo with a focus on continuous improvement and maintaining high standards of service.

### Operational

- Dispatch and Incident management. Effectively manage operational policing incidents ensuring that adequate resources are deployed to provide a good quality of service to the public of Derbyshire. Ensuring that all incidents are managed using threat, harm and risk principles and the effective application of incident grades (including the use of scheduled appointments and resolution without deployment) to achieve this.
- 999 & other emergency contact handling. You will ensure that these emergency calls for service are answered promptly within service level agreements agreed with the OPCC ensuring the information for incidents and crimes is obtained, assessed and recorded appropriately on relevant police systems.
- 101 & non-emergency contact handling including digital contact. You will ensure that these calls for service are answered promptly within service level agreements agreed with the OPCC ensuring the information for incidents and crimes is obtained, assessed and recorded appropriately on relevant police system.
- Supervise, support and develop a team of Operators within an open, fair and supportive environment, to ensure performance, quality assurance and service level agreement targets are achieved or exceeded.
- Supervise and support Operators to identify and manage risk to provide the appropriate level of response to incidents, escalating where necessary.
- Identify individual or team training & development needs to provide appropriate coaching and performance feedback.
- Monitor the welfare of staff and ensure appropriate support is available and provided following difficult and/or sensitive incidents.
- Provide support to the team during difficult and/or complex response incidents to ensure the safety of officers on the ground and in the control room.
- Assess and support the management of critical or potentially critical incidents to ensure the safety of all and contribute to the timely resolution of incidents.
- Monitor and review on-going incidents to ensure effective and efficient responses in accordance with set performance guidelines.

- Able to work from a different location at short notice to meet operational demands.
- To oversee communication between the public, police and other external agencies.
- Respond positively to errors/mistakes and complaints from internal departments/staff and external customers to maintain and promote a positive image of the organisation and to identify areas for improvement.
- Provide resilience across the department as and when necessary to ensure service delivery is maintained.
- Able to work from a different location at short notice to meet operational demands and undertake any other duty commensurate with the role.
- Act in adherence to all other legal frameworks, key working principles, policies and guidance relevant to the role to maintain effective, secure and legal working practices.

## SKILLS AND EXPERIENCE REQUIRED:

### Essential:

- Educated to Level 3 or equivalent or relevant work experience at a supervisory or direct line management level.
- Proven experience in a busy customer service or contact handling work environment, with frequent people contact, particularly on the telephone, including handling difficult callers and sensitive matters.
- Ability to effectively communicate at varying levels.
- Experience of supervising, developing, and motivating a team to create a team a strong engagement of individuals.
- Able to identify cause and effect and develop a course of action designed to target root causes and mitigate risks.
- Identify exceptional situations that merit recognition and take appropriate action to identify situations that required disciplinary action and respond appropriately.
- Previous experience of being fully conversant with fall back plans, resolving faults with APD/Telephony.
- To be able to review and assess individual and team performance against expected standards, providing objective and effective feedback and ensuring corrective actions are taken where necessary.
- Able to plan ahead, to allocate work appropriately within the team and to identify and mitigate risks to delivery.

### Desirable:

- Knowledge of Contact Management operating procedures and graded response.
- Experience of working in a pressurised and reactive environment with knowledge of risk assessing and managing critical incidents.

---

## PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

**Acting with Integrity:** Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

**Working with others:** Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

**Problem solving and innovation:** Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

**Planning and organising:** Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

**Communicating and influencing:** Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

**Personal development:** Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

**Delivering results:** Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

**Customer focus:** Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

**Operational and technical awareness:** Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.