

PERSON SPECIFICATION

Area:	Force Headquarters	Job Title:	Controller	Weekly Hours:	37
Section:	Contact Management	Scale:	5 (+14//20% shift allowance where applicable)	Version:	2
Post No:	BC073 -> BC070	Status:	Established	Version Date:	13/04/2015

Please describe, with example(s) in section 7 of your application form how you feel you meet each of the numbered essential criteria, and where possible the desirable criteria, below.

Criteria <i>Justifiable as necessary for safe and effective performance of the job.</i>	Essential <i>A clear definition of the necessary criteria.</i>	Desirable <i>Where available, elements that contribute to improved / immediate performance in the job.</i>
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Education:	1. To be qualified to GCSE Grade C or equivalent in English Language or have 12 months work experience requiring the use of English language to that standard.	
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Work Experience:	<p>2. Demonstrate by example, within a working environment, recent work experience where it has been necessary to receive information, record it accurately and initiate appropriate action.</p> <p>3. Demonstrate by example where you have had to record information accurately on a computerised information system</p>	<p>11. Demonstrate experience of dealing with a wide cross section of the public.</p> <p>12. Demonstrate experience of working with computerised information systems.</p> <p>13. Demonstrate experience of working with telephone and / or radio systems.</p>
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Personal / Interpersonal Skills, Aptitudes:	<p>4. Demonstrate proven ability to deal with conflict, emergency or stressful situations.</p> <p>5. Demonstrate a flexible attitude to working hours and an understanding of working shifts.</p> <p>6. Demonstrate a level of awareness of diversity issues appropriate to this role.</p> <p>7. Demonstrate the ability to gather enough relevant information to understand specific issues and events and use information to identify, draw logical conclusions and make good decisions.</p> <p>8. Work effectively as a team member helping to build relationships within it, actively achieving team goals</p> <p>9. Understand the need for change and be willing and flexible to adapt to it</p>	
Special Skills:	<p>10. Demonstrate a proven ability to operate a keyboard at a speed equivalent to 25 wpm (to be tested before interview).</p>	<p>15. To have knowledge of legislation in relation to crime and traffic issues.</p>

POLICE – STAFF**ROLE DESCRIPTION**

Job title:	Controller
Post no:	BC073 -> BC070
Scale:	5 (+14%/ 20% shift allowance where applicable)
Responsible to:	Contact Management Department – Team Leader and Inspector
Responsible for:	No staff supervised.
Contacts:	Members of the public, members of the Force, outside agencies, other emergency services and external organisations.
Role:	Through flexible and committed team working provide a high quality call handling and call management service to members of the community and the Constabulary.

<u>Duties</u>	<u>Responsibilities</u>
Operational:	<p>Primary Responsibilities:</p> <ul style="list-style-type: none">• To be competent in the use of force IT and IT communications systems• To prioritise and manage incident queues within the force command & control system (or business continuity systems)• To deploy and coordinate resources to incidents in line with current practice.• To ensure effective updating the incident log accurately. <p>Secondary Responsibilities:</p> <ul style="list-style-type: none">• Non-Emergency Calls: to answer calls requiring police assistance, and to interrogate the caller to establish the severity and nature of the incident and commence an incident log using the force's command and control system.• To liaise with other members of the force for calls requiring their ownership and attention, and to transfer telephone calls to appropriate extensions (including voice mail extensions).• Emergency Calls: to interrogate the caller to establish the severity and nature of incidents and commence an incident log using the force's command and control system.• To initiate appropriate action and to deal with incidents in line with graded response guidelines and other internal policies.
Communication:	<ul style="list-style-type: none">• To use other information technology and data provided within the organisation for intelligence and health and safety purposes as directed.• To be able to undertake all responsibilities of a Contact Handler as above.
Administration:	<ul style="list-style-type: none">• To act as the initial investigating officer for reports of crime taken over the telephone.

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	<ul style="list-style-type: none">• To monitor the availability and duty status of resources to enable service delivery standards to be achieved.• To monitor the receipt and processing of incidents within a specific dispatch desk.• To ensure that incidents are allocated in accordance with service delivery targets and within graded response guidelines.• To ensure that incident records and information systems are accurately maintained in timely manner.• To utilise Motorways technology systems and Closed Circuit Television equipment in accordance with the role being undertaken.• As and when required, manage major incident fallback and emergency procedures as directed.• To deal with defined tasks in respect of crime recording and queries raised by victims.
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General	<ul style="list-style-type: none">• Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.• This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities.• Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.• Be flexible in terms of working location and be prepared to work temporarily at other locations within the Force area, undertaking a similar role.
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Additional Information:

Contract Type:	Established		
Date of last Job Evaluation Exercise:			
Training Requirements:	Initial training course and in company period		
PDR Activities and Behaviours:			
Car User:	<input type="checkbox"/> / No	Allowance {per mile / day etc}:	
Budgetary Management:	<input type="checkbox"/> / No	Authority to £ Value:	
People Management:	<input type="checkbox"/> / No	Total Number & Level:	
Post Funding Method:	Call Management Department		
Owner/source of Funding:	Call Management Department		
IT Systems Required:	CIS/GENIE, STORM, Outlook, MICROSOFT OFFICE, XC MAPPING AIRWAVES AND ICCS		
Skills Required:			
Health tests required:			
Risk Assessment:	<input type="checkbox"/> Yes / <input type="checkbox"/> No		

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Job Evaluation:

Security Check Level:
(~~strikethrough checks~~ NOT required)

Additional Information:

Yes / No
RV, SC, EV1, DV, NPPV1, NPPV2, NPPV3
Police Staff will commence this role as a Contact Handler (Grade 4) with training initially in call taking. Upon successful completion of this training, an “in-company” period and a period of working alone, Police Staff will be able to apply for a selection process and if successful will commence Communications Officer training. Upon successful completion of this training, Police Staff must be assessed as competent in the role to be promoted to Controllers (Grade 5) dependant on demand and current vacancies. Performance will be monitored closely through training sessions and the probation period. Transfer to established staff will be dependant on the successful completion of both training sessions and a probation period of 6 months which commences once you are confirmed as a Controller

LEICESTERSHIRE POLICE RISK ASSESSMENT FORM

HS2

AREA/DEPT.: DATE COMPLETED: REVIEWED
LOCATION/WORK ACTIVITY (GROUP OR INDIVIDUAL POST) ASSESSED:

SPECIAL GROUPS OF PERSONS CONSIDERED:

COMPLETED BY (Risk Assessor): AUTHORISED BY:

ASSISTED BY:

REMEDIAL ACTION PRIORITY ORDER		
Number	Date Completed	Initials

WORK ACTIVITY		HAZARD		LIKELIHOOD			RISK
No.	Description of task	Description including potential severity	H M L	Groups Exposed. Evidence of previous harm.	Existing Controls in place?	H M L	Hazards x Likelihood