

Job Title: Police Controller	
Job Evaluation Number	A378

JOB DESCRIPTION

Job Title: Police Controller	Location: Abingdon/Milton Keynes
Job Family: Customer Support	Role Profile Title: BB2 Police Staff/ BB3 Police Staff
Reports To: Police Control Room Supervisor	Band level: Linked 2E/3F
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Provide a communications service for the public and police in the Thames Valley by eliciting and evaluating information from callers, prioritising incidents, determining the appropriate action, directing operational police resources via radio and providing pro-active intelligence.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

<i>The key result areas in the role are as follows:</i>
1. Effectively co-ordinate the deployment of a range of police resources using the appropriate communication and information technology, evaluate each incident applying appropriate dynamic risk assessments, and prioritising accordingly and re-deploy where necessary.
2. Control spontaneous incidents by maintaining radio contact with officers, implementing force policy and controlling resources accordingly, taking into account the safety of officers and the public.
3. React to initial emergency and non-emergency contact from the public; elicit and record the essential information; evaluate the urgency of the incident based on type of incident, threat, risk, harm, vulnerability and potential lines of enquiry; prioritise using the graded response guidelines and make decisions regarding the most appropriate course of action, and setting customers' expectations.
4. Undertake intelligence checks from a variety of sources, provide relevant information to police areas and record accordingly, in order to provide an effective police response, increase detections and ensure officer safety.
5. Ensure the safety of police officers by monitoring communications with them and keeping an overview of police activity and taking appropriate action.
6. Make decisions regarding the effective resolution of incidents, and close incidents on the command and control system.
7. Manage the initial response to and subsequent co-ordination of the Force's continuing reaction to critical incidents and major events. Implement relevant policy, process/Action plans. Liaise with other emergency services and external agencies to co-ordinate an appropriate response to all incidents.
<i>Additional Comments:</i> The allocation of time to each key result area listed above will vary for a trainee within this role as they will be expected to spend approximately 20% of their time undertaking development, including time spent completing their Contact Handler (Emergency Services and Integrated Urgent Care) apprenticeship.

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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

Controllers have individual goals to attain every month/year. These are nationally set performance measures to be met as well as organisational measure (response times and compliance with national standards for incident recording and call handling performance).

Resource responsibilities in this role incorporate the best use of police officers and staff within their control.

Post holder will effectively assess and prioritise a number of incidents and situations and make informed, fast-time decisions.

Be flexible to constantly changing situations and demands.

d. **CHARACTERISTICS OF THE ROLE**

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

Fully Qualified

The knowledge or skills required in the role are as follows:	E/D
1. Good standard of education with GCSEs (grade 9-4/A-C) or equivalent in English and Maths including competent literacy skills and the ability to think logically.	E
2. Recent experience of an emergency service contact handling environment where post holder regularly interacts with individuals of all ages.	E
3. Recent experience of working in a computerised environment, with an aptitude to navigate multiple IT systems. Proven keyboard skills with the capability to type at least 30 words per minute*.	E
4. The ability to listen and question effectively, consider options for actions, and respond appropriately and sensitively to requests for information or assistance, based on training, knowledge and experience of Force policies.	E
5. Resilient, reliable and able to cope in a pressured environment with the ability to remain calm and accurate in a variety situations.	E
6. Ability to use own initiative, professional judgement to solve problems and identify risk.	E
7. Ability to work flexibly in a 24/7, all year round environment.	D

Additional Comments: *Tested prior to interview due to the nature and potentially demanding / regular exposure to incidents.

Post holders will move to the 3F based on performance.

Trainee

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. Good standard of education with GCSEs (grade 9-4/A-C) or equivalent in English and Maths.	E
2. Proven keyboard skills with the ability to operate multiple computer systems and the capability to type at least 30 words per minute*. Aptitude/commitment to use new technologies/systems.	E

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3. Demonstrate an ability to be able to listen and question well, displaying empathy and tact.	E
4. Resilient, reliable and able to cope in a pressured environment with the ability to remain calm in a variety of situations.	E
5. Ability to use own initiative, professional judgement to solve problems and identify risk.	E
6. Ability to work flexibly in a 24/7, all year round environment.	D

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