

JOB DESCRIPTION

Job Title: Police Controller	
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 proactive intelligence.

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

The key result areas in the role are as follows:

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.

Additional Comments: 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 a proportion of their time undertaking development, including time spent completing their Contact Handler (Emergency Services and Integrated Urgent Care) apprenticeship and functional skills (English and Maths) training as applicable.

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.

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. Good standard of verbal and written English with strong communication skills and a good standard of numeracy are essential for the role.	E
2. Computer skills with the aptitude to navigate multiple IT systems. Proven keyboard skills with the capability to type at least 28 words per minute*.	E
3. The ability to listen and question effectively, capture information accurately, and respond appropriately and sensitively to requests for information or assistance, based on training, experience and understanding of Force policies.	E
4. Verbal reasoning skills with the ability to empathise and communicate effectively with people of all ages and from a range of diverse backgrounds including in challenging situations.	E
5. Resilient, reliable and able to cope in a pressured environment with the ability to remain calm and accurate in a variety of situations.	E
6. The ability to assess and analyse information, identify risk and vulnerability and consider options for action using own initiative and professional judgement. The ability to problem solve, think logically and make sound decisions applying agreed policies, parameters and procedures.	E
7. Ability to work flexibly in a 24/7, all year round environment.	D
8. English and Maths GCSE 9-4/A-C or equivalent are desirable (see additional comments below).	D
9. Applicants for 'Emergency Service Contact Handler Transferee' Only Recent experience of an emergency service contact handling environment where the applicant has been required to regularly interact with individuals of all ages and from diverse backgrounds.	E
Additional Comments: *Due to the demanding nature of the role and the requirement to be able to capture information quickly and accurately, typing skills and speed will be tested prior to interview. Applicants accepted onto the Apprenticeship Programme (all applicants with no previous experience of working in an emergency service contact handling environment) who do not have Maths and English GCSE 9-4/A-C (or equivalent) on entry will be required to achieve an equivalent level of qualification in these subjects (functional skills level 2) in order to achieve the Apprenticeship qualification. Full support will be given to enable trainees to acquire the required levels of functional skills. Post holders will move to the 3F based on performance.	