

Job Title: Police Contact Supervisor	
Job Evaluation Number	A381

JOB DESCRIPTION

Job Title: Police Contact Supervisor	Location: Police Contact Centre – Kidlington or Milton Keynes
Job Family: Customer Support	Role Profile Title: BB3 Police Staff
Reports To: Duty Manager	Band level: 3G
Staff Responsibilities (direct line management of): Team of a maximum of 18 Contact Centre Officers	

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

The overall purpose of the role is to: Manage team members and all Contact Centre Officers on duty, ensuring that an effective and efficient service is provided to internal and external customers in accordance with relevant policies and procedures relating to 999, 101 and crime recording calls.

b. **KEY ACCOUNTABILITY AREAS:** Defines 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:	% time
1. Manage all staff and work processes while on duty, ensuring overall adherence to working practices and policies relating to 999, 101 and crime recording calls.	30
2. Supervise, manage and develop team members offering guidance and support to ensure that they are performing their job function, prioritising effectively and achieving their professional objectives in line with the Force Delivery Plan and relevant key performance indicators.	30
3. Supervise the Health, Safety and welfare of Contact Centre Officers in line with relevant policies, procedures and legislation.	15
4. Manage and investigate customer complaints within remit in order to maintain and where appropriate improve service provision. Act as expert advisor to Operators and other internal customer with queries regarding operational matters.	10
5. Support departmental performance against key performance indicators. Take action to ensure targets are achieved and escalate to Duty Manager where appropriate.	5
6. Ensure contingency procedures are implemented effectively in the event of systems failures to ensure service continuity in line with the Business Continuity Plan and fall back processes.	5
7. Carry out the duties of a Contact Centre Officer to maintain skill levels in order to coach and train staff when required.	5

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

Further Comments:
1.9 million public calls per annum are projected - this excludes overflow 999 calls.
600,000 incidents created per annum.
250,000 crimes recorded per annum.

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Respond appropriately to fast changing demands, utilising existing resources and make recommendations regarding committing additional resources.

At any time could be point of escalation and responsible for up to 90 Contact Centre Officers on duty.

Demanding, stressful and unpredictable nature of calls/incidents.

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.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Good standard of education including excellent numeracy and literacy skills with willingness to undertake and obtain suitable management qualification equivalent to Level 3 Management NVQ.	E
2. Proven communication and interpersonal skills with the ability to negotiate and influence customers and colleagues at all levels.	E
3. Proven ability to make sound and rapid decisions, maintain calm under pressure and be emotionally resilient.	E
4. Ability to coach and develop staff.	E
5. Experience of effective risk management.	E
6. Relevant organisational knowledge including previous knowledge of TVP policies and procedures.	D
7. Relevant knowledge of police systems and other Contact Management technologies or demonstrate the ability to learn.	D
8. Proven supervisory experience.	D