



Role Profile

Force Control Room: Call Handler

Role Description

This Role Profile describes the main areas of responsibility associated with this post along with the knowledge, skills and experience required of the post holder. In addition it describes the key activities and Policing Professional Qualities (PPQ) that the Constabulary expects all employees at this grade to be able to perform and demonstrate. In performing this particular role you may not be required to carry out or demonstrate all of the activities and PPQs described below, however you must be capable of doing so as the post-holder will be required from time to time to contribute to Organisational Objectives which may not be directly related to this role profile.

The Constabulary operates a rigorous vetting policy and applicants and employees must be aware that personal vetting will be applied as part of their recruitment and ongoing employment with the Constabulary.

Main Responsibilities

- Comply with Force Call Handling requirements.
- Working to Supervisors & Managers within the Force Control Room, the post holder will assist in the staffing of the Force Control Room, being responsible for all call handling and communications throughout the county.
- The correct and efficient screening and prioritising of all calls in a polite manner making records and applying administrative duties appropriate to the role.
- The operation of all computer and telephone systems to assist Police Officers and Police Staff in addition to other agencies as directed by the Force Control Room Supervisor.
- The operation of digital recording equipment including the fitting and copying of recordings (Training will be provided where necessary).
- Undergoing such training as is considered necessary to ensure standards of efficiency and ability are maintained and assist in the development of other employees.
- Assisting in the development of colleagues to ensure standards of efficiency and ability are maintained. Provide support to colleagues where necessary.
- Assist in the completion and maintenance of records relevant to the role.
- Undertake administrative duties appropriate to the nature of the post.
- Carry out other additional or amended duties appropriate to the nature of the post.
- Undertake similar work at other locations within the Constabulary. (Additional training support will be provided where necessary).
- Maintain a competent performance through a commitment to self-development.
- Wear a uniform and work variable shift roster, including weekends, Bank and Public Holidays, if required, with rest days being taken in accordance with the published duty roster. A flexible approach to working arrangements is incorporated into the role description, particularly during times of exceptional demand an example of which would be Cheltenham Race Week and The Royal International Air Tattoo.
- Adhere to Health and Safety, Environmental Management, Data Protection, Equal Opportunities, Freedom of Information, Race Relations and European Convention on Human Rights (ECHR) legislation, and ensuring compliance with appropriate local procedures.
- Provide updates to Supervisors where necessary in respect of deficiencies in performance. Contribute to the operational effectiveness of major incidents and Silver Control events.

In addition:

- Call Handlers may also have the opportunity to undertake supervisory duties in the absence of the substantive Supervisor. Selection for temporary acting up duties will be based on PDR evidence.

Rank/Scale

Scale 4

Reports To

Force Control Room Supervisor

Additional Information

Vetting Level: Force Personnel will be vetted to the minimum Police Basic Check (PBC). A higher level of vetting may be required for certain roles or grades and suitable clearance will be required before appointment or deployment.

Mobility: The Force reserves the right to request you to carry out any other duties or move you to any other post appropriate to your grade, at any location within the county of Gloucestershire, as business requirements dictate.

Working Pattern: Normal working hours will average 37 per week or will be pro rata. This will be worked subject to the needs of the service and may involve shift, night, weekend and public holiday working.

Standards of Professional Behaviour: All members of Police Staff / Police Officers must comply with these standards.

Training and development: Undertake the required training and development to maintain working knowledge.



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Experience and Qualifications

Essential

- Excellent typing skills
- Effective Communication skills
- Ability to work under pressure
- Disciplined approach to work
- Ability to manage people and information
- Ability to work accurately and to agreed timescales
- Ability use own initiative
- A flexible attitude to working and shift rostering

Desirable

- Previous experience of dealing with members of the public in a call centre or high pressure communications environment
- A pragmatic approach to problem solving

Competency Framework Values

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	<p>I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</p> <p>I take in information quickly and accurately.</p> <p>I am able to separate information and decide whether it is irrelevant or relevant and its importance.</p> <p>I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</p> <p>I refer to procedures and precedents as necessary before making decisions.</p> <p>I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</p> <p>I recognise gaps and inconsistencies in information and think about the potential implications.</p> <p>I make decisions in alignment with our mission, values and the Code of Ethics.</p>	Yes



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<p>Inclusive, Enabling and Visionary Leadership</p>	<p>We are collaborative</p>	<p>Practitioner</p>	<p>I work cooperatively with others to get things done, willingly giving help and support to colleagues.</p> <p>I am approachable, and explain things well so that I generate a common understanding.</p> <p>I take the time to get to know others and their perspective in order to build rapport.</p> <p>I treat people with respect as individuals and address their specific needs and concerns.</p> <p>I am open and transparent in my relationships with others.</p> <p>I ensure I am clear and appropriate in my communications.</p>	<p>Yes</p>
<p>Resolute, Compassionate and Committed</p>	<p>We are emotionally aware</p>	<p>Practitioner</p>	<p>I treat others with respect, tolerance and compassion.</p> <p>I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</p> <p>I remain calm and think about how to best manage the situation when faced with provocation.</p> <p>I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</p> <p>I ask for help and support when I need it.</p> <p>I understand the value that diversity offers.</p> <p>I communicate in clear and simple language so that I can be easily understood by others.</p> <p>I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</p>	<p>Yes</p>
<p>Intelligent, Creative and Informed Policing</p>	<p>We are innovative and open-minded</p>	<p>Practitioner</p>	<p>I demonstrate an openness to changing ideas, perceptions and ways of working.</p> <p>I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</p> <p>I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</p> <p>I adapt to change and am flexible as the need arises while encouraging others to do the same.</p> <p>I learn from my experiences and do not let myself be unduly influenced by preconceptions.</p>	<p>Yes</p>



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Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	<p>I take on challenging tasks to help to improve the service continuously and support my colleagues.</p> <p>I understand how my work contributes to the wider police service.</p> <p>I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others.</p> <p>I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</p> <p>I support the efficient use of resources to create the most value and to deliver the right impact.</p> <p>I keep up to date with changes in internal and external environments.</p> <p>I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.</p>	Yes
Resolute, Compassionate and Committed	We take ownership	Practitioner	<p>I actively identify and respond to problems.</p> <p>I approach tasks with enthusiasm, focusing on public service excellence.</p> <p>I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</p> <p>I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</p> <p>I give feedback to others that I make sure is understandable and constructive.</p> <p>I take responsibility for my own actions, I fulfil my promises and do what I say I will.</p> <p>I will admit if I have made a mistake and take action to rectify this.</p> <p>I demonstrate pride in representing the police service.</p> <p>I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</p>	Yes

NOS

NOS Unit	Unit Name	Unit Description