

## ROLE PROFILE



<b>Role Title:</b>	Incident Risk and Resolution Officer
<b>Grade:</b>	Scale 4/5
<b>Responsible to:</b>	PSC Supervisor
<b>Responsible for:</b>	No Supervisory Responsibility
<b>Liaison with:</b>	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
<b>Required Vetting Level:</b>	RV – Recruitment Vetting
<b>Date Published:</b>	August 2019

<b>Role Purpose</b>	<p>As a foundation of the Incident Risk and Resolution Officer role, the individual will be required to comprehensively risk assess all reports received into the Joint Public Service Centre (JPSC) in order to ensure that the correct policing response is instigated at the first point of contact. The role of the Incident Risk and Resolution Officer requires the individual to be able to analyse information, accurately record what is relevant and comply with South Wales Police's policies and procedures such as criming at source. In addition Incident Risk and Resolution Officers provide the reporting persons with a clear understanding of how South Wales Police intend to progress their report. As well as receiving reports via telephone, Incident Risk and Resolution Officers will also be required to deal with reports through other mediums such as social media, email etc...</p> <p>The Incident Risk and Resolution Officer will also be required to operate one of the force's radio channels. The Incident Risk and Resolution Officer has responsibility for managing Command and Control incidents for their radio channel's geographical area, the deployment of resources, when applicable providing assistance where required etc.. Whilst carrying out this key role the Incident Risk and Resolution Officer will comply with South Wales Police's policies and procedures. Incident Risk and Resolution Officers work in a dynamic environment and will be required to deal with challenging and emotionally charged reports and ongoing incidents.</p> <p>The Incident Risk and Resolution Officer plays a key role in helping to break demand on the force.</p>
<b>Main Responsibilities</b>	<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• To undertake associated administrative duties.</li> <li>• To operate associated machinery/equipment which may include associated information systems and telephones, within specialist units/departments.</li> </ul> <p><b>Advice and Guidance</b></p> <ul style="list-style-type: none"> <li>• Give advice and guidance to customers, on the phone, face-to-face and electronic, on related area of work following standard procedures</li> </ul>

	<ul style="list-style-type: none"> <li>Investigate problem/issue(s) and provide appropriate solution(s)</li> <li>Provide adequate support to users as directed</li> <li>May involve operating force information systems in response to emergency calls in accordance with force protocols and procedures</li> <li>May involve taking and/or advising on appropriate action within remit</li> <li>May involve responding to escalated queries from members of the public.</li> </ul>
	<b>Customer Service and Representation</b>
	<ul style="list-style-type: none"> <li>To present a positive image and service to both internal and external customers</li> <li>Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service</li> <li>Maintain confidentiality in relation to data protection issues and Management Of Police Information (MOPI) standards</li> </ul>
	<b>Organisation/Planning</b>
	<ul style="list-style-type: none"> <li>Plan and organise allocated own work</li> <li>Co-ordinate with other team members</li> <li>Carry out a range of specialist technical/investigative tasks to time and quality standards</li> <li>Gather information from the client/client group to investigate and analyse need</li> <li>Develop and agree a course of action covering the short and medium term.</li> </ul>
	<b>Processes</b>
	<ul style="list-style-type: none"> <li>To follow, create and amend processes for use by self and others</li> <li>Adapt and refine work practices and procedures in own area.</li> </ul>
	<b>Record Keeping</b>
	<ul style="list-style-type: none"> <li>Create, store, maintain, retrieve and update records/data both manual and electronic on a local and national systems</li> <li>Keep and submit records as required by Force procedure</li> <li>Compile &amp; submit / present records and reports in accordance with SWP policies &amp; procedures.</li> </ul>
	<b>Research and Investigation</b>
	<ul style="list-style-type: none"> <li>To gather and collate information for use by self and others</li> <li>To carry out investigations of relevant problems, queries and/or situations</li> <li>Follow-up enquiries as directed.</li> </ul> <p>In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.</p>
<b>Qualifications</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>Must have a good standard of education to at least GCSE A-C Level, including English. NVQ level 2, or equivalent skills and abilities</li> </ul>
<b>Skills</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>Must be computer literate and proficient in Microsoft applications.</li> </ul>

	<ul style="list-style-type: none"> <li>• High Standard of keyboard skills including good speed and accuracy</li> <li>• Experience of dealing with the public using tele-communications systems.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Proficient in the use of DOPRA</li> <li>• Welsh Language Level 2 - Can understand the essence of a conversation, convey basic information, contribute to meetings, transfer telephone calls and respond to simple requests in Welsh. Also introduce oneself and others by name, role, and location/organisation.</li> <li>• Retain principal accountabilities of Contact Resolution role.</li> <li>• Take responsibility for the deployment and management of police resources to incidents.</li> <li>• Support police resources in preserving the peace, reducing harm and bringing resolution to incidents that have police resources dispatched to in a safe, timely and professional manner.</li> <li>• Proficient in the use of Control Works, RMS Niche, PNC, Hi-Path, Red Box.</li> </ul>
<b>Knowledge</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience of providing excellent customer service.</li> <li>• Understanding and application of risk assessments tool</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Awareness of Force Policy and procedures relating to the Public Services Centre.</li> </ul>
<b>Personal Qualities</b>	<p><b>Serving the Public</b>  Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests  Understands the expectations, changing needs and concerns of different communities and strive to address them  Builds public confidence by talking to people in local communities to explore their viewpoints and break down barriers between them and the police  Understands the impact and benefits of policing for different communities and identifies the best way to deliver services to them  Works in partnership with other agencies to deliver the best possible overall service to the public</p> <p><b>Professionalism</b>  Acts with integrity, in line with values of the Police Service  Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations  Acts on own initiative to address issues, showing a strong work ethic and putting in extra effort when required  Upholds professional standards, acting honestly and ethically and challenges unprofessional conduct or discriminatory behaviour  Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required</p>

	<p><b>Openness to Change</b> Positive about change, responding flexibly and adapting to different ways of working Finds better, more cost effective ways to do things, making suggestions for change Takes an innovative and creative approach to solving problems Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge</p> <p><b>Service Delivery</b> Understands the organisation's objectives and priorities and how work fits into these Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate</p> <p><b>Decision Making</b> Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations Considers a range of possible options before making clear, timely, justifiable decisions Reviews decisions in light of new information and changing circumstances Balance risks, costs and benefits, thinking about the wider impact of decisions Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest</p> <p><b>Working with Others</b> Works co-operatively with others to get things done, willingly giving help and support to colleagues Is approachable, developing positive working relationships Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations Is courteous, polite and considerate, showing empathy and compassion Deals with people as individuals and address their specific needs and concerns Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non judgemental approach regardless of their background or circumstances.</p>
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All individuals of South Wales Police must display the qualities to be able to work in an organisation with minority groups and provide service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not

permitted. They must display no evidence of the likelihood to contribute in any way to work place bullying or any other form of discriminatory behaviour.

### Method of Assessment

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

	Shortlisting
Qualifications	Yes
Skills	Yes
Knowledge	
Personal Quality – Serving the Public	
Personal Quality – Professionalism	
Personal Quality – Openness to Change	
Personal Quality – Service Delivery	Yes
Personal Quality – Decision Making	Yes
Personal Quality – Working with Others	Yes