

ROLE PROFILE



Role Title:	Public Service Centre Supervisor
Grade:	Scale SO1/2
Responsible to:	Public Service Centre Shift Manager
Responsible for:	PSC Operators and Staff
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
Required Vetting Level:	RV – Recruitment Vetting
Date Published:	June 2022

Role Purpose	To support Public Service Manager in delivering effective management of resources and processes including any associated administration in relation to call and incident handling and dispatch within the Public Service Centre
Main Responsibilities	Administration <ul style="list-style-type: none"> Putting administrative systems in place to monitor assess and improve standards and information when necessary To undertake associated administrative duties To operate associated machinery/equipment which may include associated information systems and telephones, within specialist units/departments Quality assure administrative duties of the team
	Advice and Guidance <ul style="list-style-type: none"> Give advice and guidance to customers, on the phone, face-to-face and electronic, on related area of work following standard procedures Investigate problem/issue(s) and provide appropriate solution(s) Provide adequate support to users as directed May involve operating force information systems in response to emergency calls in accordance with force protocols and procedures May involve inspecting and reviewing situations for compliance May involve interacting with and pro-actively supplying information to community groups and members of the public May involve taking and/or advising on appropriate action within remit May involve responding to escalated queries from members of the public
	Analysis and Reporting <ul style="list-style-type: none"> To carry out quantitative and qualitative analysis and provide interpretation of results Carry out the analysis of data, information and situations to provide solutions to problems/queries Prepare and analyse management information including financial reports and project plans, recommending action where appropriate
	Business Improvement <ul style="list-style-type: none"> Monitor and implement business improvement strategies Maintain and improve operational efficiency and quality of service of own area Identify, evaluate, propose and implement developments and improvements to the area, unit or project for the mutual benefit of the force and customers
	Customer Service and Representation

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- To present a positive image and service to both internal and external customers

- Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service
- Maintain confidentiality in relation to data protection issues and Management Of Police Information (MOPI) standards

Finance

- Ensure financial transactions are processed
- Monitoring pre-determined and/or allocated budgets and authorising expenditure
- Receive and process overtime and expense claims

Organisation/Planning

- Plan and organise allocated own work
- Co-ordinate with other team members
- Organise the availability of resources, including equipment, people and systems
- Contribute to departmental subject/functional/unit plan.
- Develop and implement sub project plans
- Prepare and propose business plans and budgets for the service area; monitor and control costs / income within approved budget
- Identify, propose and introduce improvements to the service provision
- Gather information from the client/client group to investigate and analyse need
- Develop and agree a course of action covering the short and medium term
- To organise and schedule events/meetings as directed
- Contribute to local community priorities

People Management

- Monitor and allocate workload and monitor performance
- To co-ordinate the recruitment, development and motivation of staff
- Advise and co-ordinate the performance of teams
- To assist in implementation of change management
- Coach and mentor others
- Quality assure the standard of work of the team

Processes

- To follow, create, amend, improve and quality assure processes for use by self and others
- Design, develop, create and review processes reflecting policy for force wide use

Record Keeping

- Create, store, maintain, retrieve and update records/data both manual and electronic on a local and national systems
- Keep and submit records as required by Force procedure
- Quality assure data quality by team
- Compile & submit / present records and reports in accordance with SWP policies & procedures

Research and Investigation

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- To undertake research on legislation/ complex/ sensitive/ contentious specific subject matters
- Present recommendations
- Gather and analyse information and provide results for further analysis
- To carry out investigations of relevant problems, queries and/or situations • Follow-up enquiries as directed

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	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.
Qualifications	Essential <ul style="list-style-type: none">• Must have a good standard of education to at least GCSE A-C Level, including Maths and English, or be able to demonstrate equivalent skills and abilities.
Skills	Essential <ul style="list-style-type: none">• Experience of call centre/control room environment• Previous supervisory experience and leadership skills• Excellent oral and written communication skills• Ability to Plan and prioritise daily workloads, and work under pressure• Must have experience of preparing management reports/documentation• Experience of dealing with the public using tele-communications systems• Must be capable of querying/searching IT systems and understanding the significance of the results obtained.• Must be computer literate and proficient in Microsoft applications Desirable <ul style="list-style-type: none">• 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.• To be fully competent in the use of South Wales Police technology

Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • An understanding of the importance of providing a good quality and prompt service to callers, • Ensuring accurate first point of contact assessment is conducted using THRIVE principles • Understanding of Data Quality legislation • Working knowledge of current legislation and procedures in relation to vulnerable persons • Experience of putting administrative systems in place to monitor assess and improve standards and information. • Must have experience of performance management and reporting • Must be familiar with the National Standard for Incident Recording (NSIR) and the National Crime Recording Standards (NCRS). <p>Desirable</p> <ul style="list-style-type: none"> • Have working knowledge of the Niche, Control works, PNC and Unify Procenter • Have a good understanding of NSIR/NCRS/HOCR • Should have an operational knowledge of radio communication or experience of dealing with the public using tele-communications systems.
Personal Qualities	<p>Serving the Public</p> <p>Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests</p> <p>Understands the expectations, changing needs and concerns of different communities and strive to address them</p>

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

Professionalism

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

Openness to Change

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

Service Delivery

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

Decision Making

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

Working with Others

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

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	Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non judgemental approach regardless of their background or circumstances
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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.

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