



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

**Shared Service Facility
Post Profile**

Post:	Communications Operator
Grade:	Grade 4 plus 20% shift allowance and 14.47% weekend working allowance
Competency and Values Framework Level/s:	CVF Level 1
Responsible to:	Call Handling / Room Supervisor
Based at:	Force Communications Centre, St Asaph, Operational Support Services
Agile Work Pattern:	Allocated (or fixed) desk
Gauge Job No:	A727
SUP No(s):	SUP 2116

OVERALL PURPOSE OF JOB:

1. To provide a professional, effective and efficient customer service within North Wales Police with the aim of 'getting it right first time'
2. To resolve issues raised by members of the public with an emphasis on first contact resolution wherever possible.
3. To be responsible for resolution and deployment recommendations using a range of systems in a pressurised and reactive environment.
4. To accurately record information on force systems.
5. To receive, interpret, analyse, and disseminate information.

DUTIES AND RESPONSIBILITIES:

1. To receive and resolve public enquiries in accordance with force policy.
2. To give advice and take appropriate action, being accountable for getting it right first time and managing callers expectations regarding the service that can be provided.
3. To interrogate and analyse a broad range of information systems in order to assess risk and gather relevant supporting data to provide the best and safest resolution to the callers enquiry/request.
4. To clearly and accurately record relevant information into an extensive range of computer systems for a variety of intended audiences including other police departments and external agencies.
5. To liaise with external agencies as appropriate.
6. To be responsible when appropriate for the closure of incidents.
7. To distribute messages as appropriate via the force system such as e-mail, telephone fax and intranet.
8. To direct the nearest "police unit" to an incident/emergency once the location has been identified, by way of 'intelligent deployment' by considering and deciding upon the most appropriate resources to commit to it, based on their role, skills and equipment.
9. To be fully accountable for all deployment decisions, which will include the forward planning and management of resource options, thereby maximising the most efficient use of available resources to respond to Priority 0 and Priority 1 events.

10. To inform and direct other relevant emergency services to incidents e.g. fire, ambulance, RAF Mountain Rescue etc.
11. To act as co-ordinator between agencies, and to contact outside agencies as required for incidents i.e. garage recovery, councils-highways department, water/electricity boards, British Telecom, traffic light contractors, etc.
12. To maintain a log of all incidents ensuring that all call-outs (as per above) are recorded.
13. To schedule appointments and/or task events and occurrences as appropriate.
14. To update the Force Records Management System as required, including tasking of staff
15. Undertake a range of clerical duties relevant to the role.
16. To inform the duty supervisor of any incident that requires supervisory attention.
17. To represent colleagues/organisation in various forums as and when required.
18. To utilise the force computer systems to enquire, extract and update information in accordance with legislation, force policy and procedures.
19. To be prepared, on occasions, to work elsewhere within OSS whilst engaged in assisting at special events or major incidents.
20. To be aware of Force policies on Equal Opportunities, Ground Rules, Health & Safety and Data Protection and to comply with the legislation and the standards of good practice.
21. Any other duties as directed by a Supervisory Officer commensurate with the post and salary.

MINIMUM CRITERIA FOR THE ROLE:

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

1. NVQ level 3 or equivalent qualification, in Communication/Business/Customer related field, or an equivalent amount of proven relevant experience.
2. Ability to type/word process 25 - 30wpm.
3. Good communication skills together with the ability to work well in a team environment or on their own initiative.
4. The use of information technology to an intermediate level together with windows systems and/or relevant experience.
5. Ability to evidence problem solving skills.
6. Ability to remain calm in stressful situations.
7. Good geographical knowledge of North Wales

HOURS OF DUTY: Variable

Individuals will be required to work a rotating shift pattern, which will include some weekend, bank holiday and evening work. It may be necessary for the prescribed shift to be changed at short notice to provide effective cover dependent upon the needs of the Service.

WELSH:

The level of Welsh skill required for this position:

Verbal

Level 4 Converse in most situation

NOTES:

1. This Job Description and Person Specification IS NOT a statement of all the detailed procedures and conditions applicable to the post holder. Therefore there will always be instructions in addition to those outlined that meet the work demands and natural evolvement of the Department/Division at any particular time.

2. Any of the detailed duties and responsibilities may also vary in accordance with point 1 above without changing the character or level of responsibility the post entails.
3. The Chief Constable reserves the right to transfer the post holder to any other location within the North Wales Police area following consultation with the Staff Side in accordance with Force Policy applicable at the time.

Last Reviewed By Line Manager	Date:		Name:	
Last Reviewed By Diversity Unit	Date:	25.08.17	Name:	GG