

JOB DESCRIPTION

Post: Contact & Control Room Supervisor

Grade: Band E

Job Evaluation Ref: B362 / B363

District/Department: CCR

Sector/Section: -

Location: OCC, Wymondham

Reporting to: CCR Inspector

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

Responsibility for the day-to-day supervision of the Contact and Control teams, ensuring that an effective and appropriate level of service is given and maintained to the customers of Norfolk Constabulary.

2. Main activities of the role *(This list is not exhaustive)*

- Ensure that effective performance and service delivery is maintained for both Contact (call-handling) and Control functions
- Make dynamic threat and risk assessments of incoming and ongoing incidents, and ensure an appropriate level of response is given to them
- Appropriately identify and manage the initial stage of a critical incident
- Provide advice and support to staff both within and outside of the CCR, and provide liaison with other agencies
- Deal with issues of staff discipline, sickness, welfare, performance and development within the CCR
- Follow all necessary guidelines and protocols to protect and uphold the reputation of Norfolk Constabulary
- Recognise and respond to issues of Diversity
- Write reports and carry out administrative functions applicable to the post
- Any other duties that are commensurate with the role and grade as requested by management.

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

PERSON SPECIFICATION

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Location: OCC, Wymondham

Essential Criteria

1. Proven ability to control and command incidents remotely via a range of communication systems
2. Ability to prioritise conflicting demands and work under pressure as part of a team
3. Ability to communicate effectively at all levels
4. Demonstrate basic computer literacy with the aptitude to understand and utilise a range of systems
5. Typing speed of at least 30 wpm
6. Experience of working within an emergency control room within the last 3 years
7. Demonstrate the ability to effectively supervise and develop a team

Desirable criteria

1. Good knowledge of HR policies and processes
2. Good knowledge of standard operating procedures
3. Experience of using the WebStorm system