



# SUFFOLK CONSTABULARY

## JOB DESCRIPTION

**Post:** Contact and Control Room Supervisor  
**Grade:** Band E **Job Evaluation Ref:** C297  
**District/Department:** Contact & Control Room (CCR)  
**Sector/Section:** County Policing Command  
**Location:** PHQ Martlesham  
**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 Room, ensuring an effective level of service is delivered and performance measures are achieved, to the customers of Suffolk Constabulary

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

- Lead and be responsible for the delivery of an effective performance and service for both Contact (call handling) and Control functions ( CCR )
- Ensure performance measures are achieved and call volumes/workloads are under control through dynamic decision making and proactive floor walking, in support of both Contact and Control functions (90% of working day).
- Deal with issue of staff discipline, sickness, welfare, performance and development within the Contact and Control room
- Make dynamic threat and risk assessments using the Thrive principle, 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
- Demonstrate highly developed communication skills, through clear and effective updates to both Contact and Control functions and in support of Senior Management
- Provide advice and support to staff both inside and outside of the CCR, and provide liaison with other agencies
- Follow all necessary guidelines and protocols to protect and uphold the reputation of Suffolk Constabulary
- Recognise and respond to issues of diversity
- Demonstrate support and successfully manage change as required by Senior Management
- Write reports and carry out administrative functions within deadlines, appropriate to the post
- Any other duties commensurate with the role and grade as may reasonably be requested by line 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 within Suffolk Constabulary 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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**District/Department:** Contact & Control Room (CCR)

**Location:** PHQ Martlesham

### **Essential Criteria**

1. Proven ability to control call handling volumes 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 proactively communicate at all levels and manage conflict where necessary
4. Demonstrate the ability to effectively lead, performance manage and develop a team
5. Demonstrate good computer literacy with the aptitude to understand and utilise a range of systems
6. Experience of working within an emergency control room within the last 3 years
7. Working knowledge of HR policies and processes
8. Ability to work on a rotating shift pattern including evenings, weekends and bank holidays.

### **Desirable Criteria**

1. Working knowledge of standard operating procedures and Constabulary functionality
2. Experience of using Storm Multi Agency Command and Control System and ERP/DMS