

 <div><b>HR Services</b> putting people first</div>	<b>HUMBERSIDE POLICE</b> <b>Role Requirement</b>		<b>Objective Analysis: 2b</b>
			<b>Post No: Various</b>
<b>Position Title: COMMAND HUB Demand Resolution Constable</b>	<b>Grade: Constable</b>	<b>Vetting Level: RV</b>	
<b>Overall Purpose of the role:</b>			
To provide a professional incident resolution service on behalf of the Force, and dispatch the most appropriate resource first time, prioritising incidents and allocating resources based on risk and importance. To ensure data integrity and NSIR/NCRS standards are applied to all incidents.			
<b>Specific Roles/Tasks</b>			
<p>Prioritises incidents and directs officers and resources according to priorities in a timely manner, applying the THRIVE Model and using the principle of right resource first time. Dynamically assesses demand having regard for risk and importance and where necessary, activates reserve resources to deal with demand and informs Supervision.</p> <p>Receives information from, radio networks and Command &amp; Control logs and initiates timely assessment and action appropriate to deal with the risk, prioritising accordingly to ensure effective first time resolution.</p> <p>Provides dispatch support and when necessary operates Airwave radio equipment to inform and communicate with operational officers across the Force area, maintains radio contact with all operational resources, utilises additional Airwave Talk Groups for both administrative purposes and for Major Incidents.</p> <p>Monitors the status of officers on the ground on a regular basis and checks the availability of officers whose status has not changed for periods longer than might be expected.</p> <p>Interrogates Force systems when required to collate, assess and analyse information to assist effective incident resolution, relay information to officers and officer safety requirements.</p> <p>Dynamically reviews incidents held on DRT control areas and re-assesses log gradings, and the continued requirement for a deployment.</p> <p>Creates a record where deployment of a resource, either by dispatch or appointment/other means as required.</p> <p>Undertakes support functions when required, such as monitoring hailing channels, contact with partner agencies and specialist staff, and making customer follow up contacts, etc. Liaises with Logistics when specialist callout is required.</p> <p>Notifies a Supervisor when a potential critical incident occurs.</p>			

Closes logs on the Command and Control system in liaison with the attending officer, ensuring that the information placed onto the system is full and contains cross references to any other relevant log or crime report.

Provides resilience to the wider force utilising warranted powers as required.

Responsibility	Decision Making
<p>Possessing an in-depth knowledge of the application of the NDM and local working practices and Force Guidance.</p> <p>Responding to a range of calls, including 999 emergencies, efficiently and effectively and dispatching resources according to priority needs, providing the relevant background to officers on the ground and in doing so contributing to their safety.</p> <p>Driving an awareness of NCRS/NSIR principles and practice.</p> <p>Possessing a working knowledge of all communications equipment installed in the Command Hub.</p> <p>The most efficient deployment of police resources according to the right first time principle.</p> <p>Relays instructions from Supervisors to operational staff regarding potential Critical Incidents.</p> <p>Makes effective use of mobile data to reduce radio traffic and maximise front line visibility.</p> <p>Provides a supporting role to the Dispatch function, undertaking enquiries, follow up calls and interrogating systems as necessary. Liaises with other units and partners.</p> <p>Ensures records accurately reflect the details of the incident and communication with officers in accordance with NCRS, NSIR and policy.</p> <p>Ensuring that risks to the Force which may affect its ability to provide business as usual now</p>	<p>The core element of a the role is the assessment of risk in accordance with THRIVE in order to control incidents and identify the most appropriate resource/solution.</p> <p>Makes all necessary decisions to direct and control policing resources</p> <p>Assesses situations, draws logical conclusions from the information available and uses judgement and knowledge in the application of the THRIVE Model, and principles of the force ambition to ensure effective, efficient resolution.</p> <p>Checks critical information for accuracy and validity before taking decisions and accurately records these decisions and the actions taken.</p>
	Additional Information

NOT PROTECTIVELY MARKED

<p>or in the future are identified and escalated to their line manager or local Risk Champion at the earliest opportunity;</p> <p>As a member of Humberside Police you will accord with the Standards of Professional Behaviour, as outlined in the Code of Ethics, at all times.</p> <p>You will recognise the responsibilities of your role and act lawfully in the public interest. Your conduct will encourage others to have confidence in policing.</p> <p>You will have honesty and integrity and be open and transparent in your decisions and actions. You will treat people fairly and demonstrate respect, tolerance and self-control. You will lead our service by good example and will report, challenge or take action against the conduct of colleagues which has fallen below the standards expected.</p>		
<b>Reports to</b>	<b>Direct reports:</b>	
THE COMMAND HUB SUPERVISOR	No subordinate Staff.	
<b>Prepared by:- Janet Jeffrey and DCI Darren Webb</b> <b>Position:- HR Ops Partner and DCI Command Hub</b> <b>Date:- 14<sup>th</sup> December 2016</b>	<b>Confirmed by:-</b> <b>Position:-</b> <b>Date:-</b>	
	<b>Received by:-</b> <b>Date:-</b>	

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File classification: NOT PROTECTIVELY MARKED - NO DESCRIPTOR

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### Person Specification

	ESSENTIAL	DESIRABLE
<b>ATTAINMENTS/ KNOWLEDGE</b>	Undertaken student officer training. Literate and Numerate Educated to GCSE standard or equivalent	Ability to use Force systems such as CIS/PNC/C&C Knowledge and understanding of Humberside police's structure and general policies. Detailed knowledge of Home Office Counting Rules and classifications and National Standard of Incident Recording. Possesses knowledge of criminal legislation.
<b>EXPERIENCE</b>	Undertaken student officer training. Is of the Rank of Constable and has successfully completed a 2 year probationary period. Previous experience working in a busy office environment, incorporating administrative procedures. Previous experience of undertaking audits/policy monitoring/compliance/performance reviews Experience of undertaking research/analytical work.	Experience of dealing with sensitive and/or confidential material.
<b>SKILLS SPECIALISMS</b>	Keyboard skills, computer input and retrieval. Excellent communication skills, oral and written in order to liaise with people at all levels. Good organisational and administrative skills. Computer literate in MS Office and Windows applications and in particular excel or database software, PNC, Command and Control, CIS, CRM, etc Knowledge of NCRS/NSIR	
<b>DECISION MAKING, PROBLEM SOLVING, PLANNING</b>	Ability to collate, analyse and evaluate complex information and reach well reasoned conclusions with minimal supervision. Possesses an understanding of when matters should be referred to a more senior officer.	Ability to seek out/research information from non-obvious sources. Demonstrate the ability to work without direct supervision, using own initiative and judgement in the interpretation of issues, problems etc.

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	<p>Ability to prioritise own workload.</p> <p>Ability to make swift and appropriate decisions based on all the relevant information, applying force policy/practice directions and THRIVE model. Ability to take control of a situation and responds positively to changing situations.</p>	
<b>PRACTICAL EFFECTIVENESS</b>	<p>Demonstrates attention to detail and accuracy in all tasks undertaken.</p> <p>Must have access to transport in order to travel around the Force area.</p>	Ability to work in a busy environment and cope with demands from both internal and external sources.
<b>CITIZEN FOCUS</b>	<p>A citizen focussed culture exists when every member of staff considers the impact that their actions have on the people they serve and proactively seeks ways of improving the quality of the service that they provide. The post holder must convey to both internal and external clients a customer focussed service based on fairness and quality and ensure they fully understand and represent the Force's values and principles at all times.</p>	
<b>RESPECT FOR RACE AND DIVERSITY</b>	<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance.</p> <p>Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.</p>	