

	HUMBERSIDE POLICE Role Requirement		Objective Analysis: 10i
Position Title: Command Hub – Switchboard Operator	Grade: Scale 2	Post No: Various	Vetting Level: RV
Overall Purpose of the Role To operate a computerised screen based switchboard, accepting and transferring calls to the various departments throughout the Force. To use internal systems to pass information and advice to other public facing staff and/or callers.			
Specific Roles/Tasks			
Operates a computerised screen based switchboard, accepts and transfers calls to the various departments throughout the Force.			
Effectively questions callers, interrupting when necessary to determine the correct destination for each call, whilst remaining polite and professional. Promptly transfers the call as soon as the destination is determined.			
Answers all calls when presented to you effectively and efficiently.			
Identifies and reports faults using the set fault reporting procedure.			
Works as part of a team to ensure all staff are aware of routine changes.			
Assists with on the job training familiarisation as requested for staff in the use and operation of the switchboard.			
Informs the public on the current state of play regarding serious accidents i.e. flooding or road related incidents, from a pre-determined brief, when required.			
Makes a record of requests to be connected to International numbers using a set procedure. Connects these calls once the information is recorded.			
Directs callers to the correct Force for their enquiry, who have incorrectly contacted Humberside Police.			
Pro-actively maintains an up to date knowledge of new policies launched by the government/local councils/bodies which may directly impact on the service provided.			
Updates accurately the computerised database as required.			
Is aware of current affairs/policies within the branch and Humberside Police that will impact on the service provided as 'first point of contact', by utilising the Force intranet and			

web interfaces. Provides a service to the public which may include offering advice and direction where necessary, by utilising force systems/resources. Use force systems to email/SPOC relevant information to the required office/departments or individuals. To assist callers in identifying their local officers and answer queries relating to local policing information and matters. Carries out clerical duties associated with the above tasks. Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility	
Responsibility	Decision Making
The post holder is responsible for:- The efficient and effective reception (within given timescales) and connection of calls; Undertaking the duties in an efficient, conscientious and courteous manner, for maintaining accuracy and for meeting pre-determined guidelines; Non routine aspects of the work ensuring that action does not impede the efficiency and effectiveness of the Branch/Unit or contravene Force Policy; Maintaining an up to date awareness of local/governmental policy changes; The post is essential to the efficiency of police communications and to police/public relations. Carelessness or negligence would have the effect of lowering the morale of police personnel and undermine the confidence of the general public in the Police Service. Responsible for using the NDM and THRIVE model in all actions undertaken. Ensuring that risks to the Force which may affect its ability to provide business as usual now or in the future are identified and escalated to their line manager or local Risk Champion at the earliest opportunity; 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. 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. You will have honesty and integrity and be open and transparent in your decisions and	Works within general defined guidelines but may be required to use judgement/discretion in dealing with non-routine matters for which there may not be a readily available precedent. However, post holders should be aware of when to refer matters to the Command Hub Supervisor (who will be available at all times) for operational support and guidance.
Additional Information	

NOT PROTECTIVELY MARKED

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.		
Reports to		Direct reports:
Command Hub Supervisor		No subordinate staff.
Prepared by:- Command Hub Review Team	Confirmed by:- Supt Johansson Date:- August 2014	Received by:- Date:-

NOT PROTECTIVELY MARKED
File classification: NOT PROTECTIVELY MARKED - NO DESCRIPTOR

Person Specification

		Scale 2
Attainments/ Knowledge	Essential	Literate and Numerate. Competent keyboard skills
	Desirable	RSA Stage 1 typing (or equivalent). Knowledge of the Humberside area.
Experience	Essential	Experience of dealing with people over the telephone. Experience of working in a secure/confidential environment.
	Desirable	Previous customer service or switchboard related experience.
Skills/ Specialisms	Essential	Excellent communication skills. Ability to operate computer terminals and fax machines. Ability to improve and maintain the quality of service.
	Desirable	
Decision Making/ Problem Solving/ Planning	Essential	Ability to make swift and appropriate decisions based on the information given.
	Desirable	
Practical Effectiveness	Essential	Has the ability to work with minimum supervision and on own initiative. A good clear speaking voice. Has the ability to recognise inappropriate attitudes, language and behaviour and to take appropriate action to prevent such behaviour. Flexibility to cover for colleagues absences, often at short notice.
	Desirable	A calm manner to deal with occasional emergency calls.
Citizen Focus		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.
Respect for Race & Diversity		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. 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.