

 <div>HR Services putting people first</div>	<div>HUMBERSIDE POLICE</div> <div>Role Requirement</div>		Objective Analysis: Operational 2B
			Post No: Various
Position Title: Force Incident Manager	Grade: Inspector	Vetting Level: SC	
<div>Overall Purpose of the role:</div> <div>To supervise the effective and efficient running of the Command Hub, being accountable for all aspects of contact, resource and demand management and for ensuring that Hub business processes are managed in a competent and professional manner which meets force performance and operational objectives.</div> <div>To quality assure all aspects of the Hub, particularly in the management of the Crime Resolution function and the Demand Resolution function. To promote the operating principles of prompt and meaningful action for all communities in Humberside Police, and the achievement of the most complete and proportionate outcomes possible in the most effective and efficient way.</div> <div>To actively promote the ethos of public service to staff and colleagues.</div> <div>Acts as Force Silver in relation to Critical Incident Management, and in support of other appropriate command structures.</div>			
Specific Roles/Tasks			
<div>Supervises Command Hub staff, providing clear direction when necessary for the effective management and response to all contacts, crimes and incidents.</div> <div>Actively participates in the management of incidents and resources, ensuring resources are aligned and deployed to meet changing demand, which may be immediate, emergency or intelligence led.</div> <div>Responsible for the assessment of risk, using the NDM and THRIVE model, to ensure an effective and appropriate response is provided.</div> <div>Undertakes the role of Silver Commander, assuming responsibility for all Major and Critical incidents until the ground commander takes over.</div> <div>Possesses an awareness of the response plans for Major and Critical Incidents, understanding the initial actions that are required and is competent in implementing the appropriate response.</div> <div>Undertakes the role of (Spontaneous) Tactical Firearms Commander.</div>			

Acts as a single point of contact for partner agencies and out of Force enquiries.

Responds to complaints and expressions of dissatisfaction taking positive steps to ensure service recovery and early resolution where appropriate based upon the needs of individuals concerned.

Represents the Command Hub at a range of internal/external forums in order to ensure relevant and timely sharing of information takes place between staff and colleagues.

Has accountability for the performance and CPD of Command Hub staff, including absence management, job performance, development, training and wellbeing, in order to ensure the best use of employee resources.

Responsible for the evacuation of the Command Hub site and implementation of Business Continuity Plans.

Responsible for the escalation and coordination of Mutual Aid requests.

Undertakes debriefs as appropriate.

Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

### **Responsibility**

Supervises Command Hub staff.

Monitors force wide activities, being alert to potential problems likely to affect the Force, intervening when necessary to ensure the efficient and effective use of resources when an emergency or immediate response is concerned.

Responsible for the evacuation of the Command Hub site and implementation of Business Continuity Plans.

Identifies and implements improvements to working practices and procedures.

Takes responsibility for the decisions of others working under their direction.

Ensures Officer Safety warnings are communicated to staff when necessary.

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;

### **Decision Making**

The post holder will be expected to use the NDM to make sound operational decisions on a day to day basis regarding the delivery of service, deployment of staff and other resources.

Demonstrates a high level of professional judgement, initiative, management decision making skills and knowledge, as they need to make decisions to ensure a successful delivery of front line service on a 24 hour basis.

Most decisions will be made without reference to the Chief Inspector, although decisions relating to unknown precedents, new strategic developments etc should be referred.

Decides the most appropriate course of action for the effective management of risk, applying the NDM and THRIVE model.

<p>Responsible for using the NDM and THRIVE model in all actions undertaken.</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.</p> <p>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.</p> <p>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>Additional Information</b>	
<b>Reports to</b>	<b>Direct reports:</b>	
<b>Command Hub Chief Inspector</b>	<b>Command Hub Supervisors</b> <b>Customer Service Sergeants</b>	
<b>Prepared by:-</b> Updated <b>Date:-</b> 16.11.16	<b>Confirmed by:-</b> T/Supt Edwards <b>Date:-</b> 16.11.16	<b>Received by:-</b> <b>Date:-</b>

**Person Specification**

		<b>Inspector</b>
<b>Attainments/ Knowledge</b>	<b>Essential</b>	Is of the rank of Inspector or is in the promotion pool and is eligible to be promoted. Has a broad range of knowledge relating to support and technical services available to the police service. Has an understanding of the local and social issues which surround the role of the police. Will be expected to undertake and qualify as a Silver Firearms Commander to remain in the role.
	<b>Desirable</b>	Has an awareness of contingency plans and emergency orders. Is familiar with policy relating to the deployment of armed officers. Has an understanding of the functions of the PNC Bureau.
<b>Experience</b>	<b>Essential</b>	Is able to see beyond the obvious when dealing with situations. Is able to collate, analyse and evaluate complex information effectively to reach well reasoned conclusions. Understands and is able to apply the THRIVE model.
	<b>Desirable</b>	Experience in the management /coordination of projects with proven administrative planning skills.
<b>Skills/ Specialisms</b>	<b>Essential</b>	Is active in creating and developing positive relationships both inside and outside the organisation. Uses interpersonal skills effectively to manage people in delicate, frustrating or tense situations. Is able to speak clearly and in a way that those listening can understand. Is concise and well balanced in writing and presentation of reports. Has proven administrative planning skills. Capable of undertaking effective debriefs and implementing lessons learned as a result. Demonstrates high levels of leadership skills and acts as a role model to staff.
	<b>Desirable</b>	Possesses a keen and enquiring mind with a positive outlook.
<b>Decision Making/ Problem Solving/ Planning</b>	<b>Essential</b>	Is alert and capable of considering the wider dimensions and implications of given situations. Is able to take control of a situation in a positive, decisive manner but is able to modify decisions in the light of changing circumstances.
	<b>Desirable</b>	Shows determination to confront and resolve problems. Displays the ability to take the initiative in appropriate circumstances, prioritise tasks to make the most effective use of resources.
<b>Practical Effectiveness</b>	<b>Essential</b>	Shows a commitment to providing excellent customer service. Recognises strengths and weaknesses in self and others and instigates development where necessary. Displays justified confidence in own abilities.
	<b>Desirable</b>	Constantly shows respect for and sensitivity to others. Recognises stress in self and others and takes steps to help them eliminate the cause. Is able to motivate and develop both police and support staff. Actively encourages a positive attitude in subordinates by promotion of best working practice. Experience of dealing with civilian staff would assist the post holder in the performance of their duties. Has the ability to vary leadership style to suit the situation and motivate staff accordingly.
<b>Citizen Focus</b>		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

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	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.
<b>Respect for Race &amp; Diversity</b>	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.

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