

 HR Services putting people first	HUMBERSIDE POLICE Role Requirement	Objective Analysis: 2b
		Post No: Various
Position Title: COMMAND HUB Demand Resolution Officer	Grade: Scale 5	Vetting Level: RV
Overall Purpose of the role: To provide a professional dispatch and 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. Effectively take control of operational incidents until a ground commander assumes responsibility.		
Specific Roles/Tasks		
<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>Undertakes the supervision of Immediate and High priority incidents effectively dispatching resources to such incidents</p> <p>Receives information from, radio networks and Command & Control logs and initiates appropriate action to deal with emergencies or other serious matters, including accidents, crime etc.</p> <p>Receives and responds to incoming contacts directed to the Command Hub, including 999 calls. Ascertains the purpose and nature of each contact eliciting relevant and sufficient information to enable an accurate and timely assessment of appropriate means of resolution.</p> <p>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 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>		

Undertakes dispatch support functions, 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.

Acts as a workplace tutor/coach for new or inexperienced staff as required by the management team to support the ongoing learning and development of staff in an operational context.

Notifies a Supervisor when a potential critical incident occurs. Relays Supervisors' instructions to the ground command, monitors and records progress of the incident, such as a pursuit, firearms incident, major public disorder, natural disaster, serious crime etc.

Oversees interoperability arrangements and ensures effective communications are maintained at all times.

Undertakes the role of contact officer in support of non-emergency and all other contact types, when directed by a Supervisor*.

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

Responsibility

Possessing an in-depth knowledge of the application of the NDM and local working practices and Force Guidance.

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.

Resourcing and controlling emergency incidents as appropriate prior to a Ground Commander taking over command of the incident,

Possessing an awareness of the emergency plans, hazardous premises files and Force Contingency Plans and NCRS/NSIR principles and practice.

Possessing a working knowledge of all communications equipment installed in the Command Hub and be able to use such equipment.

The most efficient deployment of police resources according to the right first time principle.

Relays instructions from Supervisors to operational staff regarding potential Critical Incidents.

Decision Making

The core element of a Dispatchers role is the assessment of risk in accordance with THRIVE in order to control incidents and identify the most appropriate resource/solution.

Makes all necessary decisions to direct and control policing resources

Assesses situations, draws logical conclusions from the information available and uses judgement and knowledge in the application of the THRIVE Model.

Checks critical information for accuracy and validity before taking decisions and accurately records these decisions and the actions taken.

However post holders should be aware of when to refer matters to **the Command Hub supervisor** for operational support and guidance.

<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 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. 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>			
		Additional Information	
		<p>Meets the hearing standard for use with audio equipment.</p> <p>The post holder must be willing to undertake and embrace a detailed training program in order to demonstrate competence in the role.</p> <p>Required to work a variable shift pattern, covering 24/7</p>	
Reports to		Direct reports:	
<p>THE COMMAND HUB SUPERVISOR</p>		<p>No subordinate Staff.</p>	
<p>Prepared by:- Janet Jeffrey and DCI Darren Webb Position:- HR Ops Partner and DCI Command Hub Date:- 14th December 2016</p>	<p>Confirmed by:- Position:- Date:-</p>	<p>Received by:- Date:-</p>	

NOT PROTECTIVELY MARKED

Person Specification

		Scale 5
Attainments/ Knowledge	Essential	A good standard of education sufficient to meet the requirements of the role.
	Desirable	<p>Educated to 'A' Level standard and/or has a BTEC/NVQ Level 3 or equivalent qualification in a Customer Services related field. Knowledge of Home Office counting rules, the National Standards for Incident Recording and National Crime Recording Standards.</p> <p>Has a detailed working knowledge of the Force Call Handling Strategy/National Crime Recording Standards and processes with significant practical work experience/knowledge in both of these areas. Knowledge and understanding of Humberside police's structure, terminology and general policies/procedures.</p> <p>Knowledge of the THRIVE Model</p> <p>Knowledge of basic law (police and civil).</p> <p>Awareness of the Data Protection Act.</p>
Experience	Essential	<p>Previous experience of dealing with people, often in confrontational or delicate / distressing situations.</p> <p>Experience in the use of telephone and radio equipment.</p>
	Desirable	<p>Previous experience in a Communications environment.</p> <p>Experience of working within a secure/confidential environment.</p> <p>Previous experience of authorising, controlling and monitoring of vehicle pursuits and/or assisted supervision with firearms/serious incidents.</p> <p>Previous experience of successfully tutoring/coaching new staff</p>
Skills/ Specialisms	Essential	<p>Computer Literacy / Good Keyboard skills</p> <p>Able to assimilate large amounts of information from a variety of sources at the same time and use it to identify priorities and direct the appropriate action – is able to multi task under pressure.</p> <p>Excellent communication skills with the ability to question telephone callers in a thorough, organised and effective manner.</p> <p>Ability to remain calm at all times and to place people at ease, exchange information, offer reassurance whilst effectively and accurately capturing the call on computerised record.</p> <p>Ability to deliver excellent maintain quality of service under demanding conditions</p> <p>Is skilful in the use of questioning and listening in a range of situations.</p>

NOT PROTECTIVELY MARKED

File classification: NOT PROTECTIVELY MARKED - NO DESCRIPTOR

NOT PROTECTIVELY MARKED

	Desirable	Proficient in the use force systems (eg PNC, Command and Control, CIS, CRM etc). Ability to touch type.
Decision Making/ Problem Solving/ Planning	Essential	Ability to make swift and appropriate decisions based on all of the relevant the information, applying force policy / practice directions and THRIVE Model. Responds positively to changing situations and can tolerate/handle ambiguity, uncertainty and conflict. The ability to take control of a situation and deal with the caller in a professional and effective manner. Ability to prioritise and able to direct resources based on a risk and importance Ability to think on feet when required referring problems to the appropriate persons when applicable. Perseveres with difficult or complex enquiries.
	Desirable	Demonstrates a willingness to learn and embrace change. Demonstrates a creative approach to problem identification and solving.
Practical Effectiveness	Essential	Ability to make decisions on a broad range of matters in accordance with the relevant policy and procedures taking full account of all the information available. Can confidently multi task whilst under pressure assessing all the relevant information and reflecting it in the decisions made. Responds positively to changing situations and can tolerate/handle ambiguity, uncertainty and conflict. Good analysis/interpretation skills, displays a positive approach to problem solving and justifying decision made Has the ability to develop effective working relationships within a team environment. Is able to work with minimum supervision and on own initiative. Demonstrates a strong work ethic and has a positive outlook with high levels of personal resilience. Demonstrates the ability and confidence to react immediately with tact and diplomacy at all times. An eye for detail with the ability to maintain a high level of accuracy. Flexibility to cover for colleagues absences, often at short notice. Meets the hearing standard for use with audio equipment
	Desirable	Demonstrates an ability to seek continuous improvement.
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.

NOT PROTECTIVELY MARKED