

Contact Resolution Centre Manager

District/Department	OSS Communications	Rank/Grade	Band G
----------------------------	--------------------	-------------------	--------

Role purpose:	Work as part of the Senior Management team providing support, leadership and motivation to help the department provide a high quality service. Provide a key liaison, co-ordination and communication role about contact resolution issues. Responsible for demand management within Call Resolution and Dispatch, business continuity and Technology to support contact e.g. social media platforms and online reporting.
----------------------	--

Summary of Main Duties	
<ul style="list-style-type: none"> • Provide clear, effective and visible leadership for own area of responsibility and provide support to staff in managing an excellent service to the public. • To effectively manage and supervise all aspects of the Call Resolution environment. Ensure performance standards are met, cost effectively and time efficient • Manage and implement change management and project initiatives • Ensure that call handling, incident creation and crime recording quality is achieved • Liaise with the Resource Manager ensuring that staff are developed through the right training and support to maximise individual potential • Develop and instil a continuous improvement ethos to drive through efficiency savings and improvements in customer satisfaction • Ensure that technology is fit for purpose and future proof • Ensure that business continuity factors and other operational risks are developed, identified and preventative/mitigating action taken • Ensure that health and safety requirements for staff are identified and managed effectively • Liaise with the Resource Manager to ensure that a robust workforce plan is in place and that recruitment is undertaken in line with the agreed plan and within budgetary constraints • Develop, Implement and co-ordinate relevant policy and change initiatives, preparing written reports as necessary • Promote and market contact resolution both within force and externally, working in partnership to deliver KPI's • Represent the department/force at any appropriate meetings advising on policy, procedures and working practices within communications. • Liaise closely with Chief Inspector Communication Operations, the Performance Manager and the Resource Manager to ensure an integrated departmental planning process • IOPCC liaison <p>Areas of Responsibility;</p> <ul style="list-style-type: none"> • Call Resolution • Public Portal/Social Media • Technology/future technology • Business Continuity Management 	

Competencies/behaviours	
Refer to the College of police Competency and Values for a definition of the values and essential behaviours for each required competency level.	
Competency	CVF Level
We are emotionally aware	Level 3
We take ownership	Level 3
We are collaborative	Level 3
We deliver, support and inspire	Level 3
We analyse critically	Level 3
We are innovative and open-minded	Level 3
Core values for ALL employees:	
Integrity Public Service	Impartiality Transparency

Experience, Education and Skills:
Essential:
Management qualification at a minimum of Level 7 and have a minimum of 3 years relevant experience in a management role.
Extensive knowledge of contact resolution processes and systems and an understanding of their impact on the customer experience
Experience of recruitment, discipline and wellbeing initiatives
Demonstrate an understanding of communications centre technology
Proven leadership skills
Change and Project Management experience
Desirable:
Proven ability to drive performance through others
Experience of working in a Police contact resolution centre environment.