**Job Description**

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| A Post Details | |
| Job Title: Force Control Room Team Manager | Grade: **B001** |
| Department: Control Rooms and Visual Services | Division: **A** |
| Reports to: FCR Service Delivery Manager | Contract Type: **Permanent** |
| Level of Vetting: Baseline | Numbers in Post: **20**  10 x FCRL (London)  10 x FCRB (Birmingham) |
| B Purpose of the Post | |
| To provide supervision in all aspects of control room contact handling/ radio dispatch. To provide professional, efficient and effective control room service for incident response to calls for service from Police Officers/PCSO’s, HO Forces/other emergency services, Network Rail and other stakeholders as required.  Providing incident and event management, where not a force priority, ensuring the appropriate police response and actions are provided.  Line management of a team of Communication Officers to ensure compliance with BTP Policies, National Standards of Incident Recording (NSIR) and HMIC standards in the delivery of an appropriate police response. | |
| C Dimensions of the Post | |
| Financial – Direct or Non-Direct  Nil  Staff Responsibilities – Direct or Non-Direct  120 Communications Officers (60 FCRB / 60 FCRL)    Any Other Statistical Data  Nil | |
| D Principal Accountabilities | |
| * Provide visible incident management of those incidents not overseen by the Force Incident Manager or Deputy Force Incident Manager, with real time direction provided on incident log entries as needed. * Monitor radio, telephone traffic ensuring that the contacts are handled within agreed performance standards. * Ensure that all contacts received into the Force Control Room are allocated a correct grade of response and dispatched in line with departmental KPI’s. * Allocate Call Handlers and Communications Officers to their roles, review breaks and make adjustments to meet changes in operational demand and capability. Develop and deliver resource tactical and daily duty break plans to ensure the most effective use of FCR resources, with the capability to respond spontaneously to periods of increased demand. * Ensure fallback arrangements are in place promptly and communicated in the event of a systems outage, responsible for the on-call escalation to Airwave and internal Communications Team. * Assist the Force Incident manager and Deputy Force Incident Manager in the supervision of force priority incidents when required; these will include Major and Critical incidents. * Ensure all incidents comply with National Standards of incident recording, including an appropriate summary narrative added prior to log closures. * Provide first line management support for a team of communications officers ensuring performance objectives are met, set objectives using PDR, conduct performance reviews, conduct regular staff briefings, set personal development plans as well as attendance management/performance policies, use MI to drive performance. * Provide assistance to the Control Room Development Officers in the training and development of team members and new recruits. * Provide regular feedback to Communications Officers, assisting them in the development of their role and service provided. * Assist in the role of call handling / dispatch when demand is high. * Resolve complaints regarding the FCR from internal staff, members of the public and stake holders and complete service recovery where required. * Ensure quality checking of incidents creation and calls audits are completed using monitoring and scoring software to ensure incidents have been created and updated correctly to comply with NSIR. Work with the Change and Development team within Contact Management to share any good practice/areas of non-compliance and support delivery of any remedial work/action plans to improve performance, either for an individual or the wider team. * Deputise for the FCR Service Delivery Manager, attending meetings as required. | |
| E Decision Making | |
| Make decisions  Review of the initial grade of response provided as more information is provided throughout the incident timeline in line with the NDM and ensure appropriate closure of an incident in line with NSIR.  To ensure non BTP resources are deployed, providing a holistic BTP police response; these include, HO Force, Ambulance, Fire, MOM.  To escalate the incident to the FIM/DFIM as required.  Make tactical decisions on the use of Airwave to ensure the force has the operational capability at times of surge, e.g. during major or significant incidents or peak periods.  Attend process meetings regarding FCR working practices and procedures.  Develop and implement new procedures and working practices.  Effectively manage the attendance policy.  Significant say in decisions  Supporting the Divisional Duty Officer and overseeing police actions, and the correct application of relevant SOP, of those incidents not covered by the FIM.  Deputise for the FCR Service Delivery Manager, attending meetings where required. | |
| F Contact with Others | |
| Internal  All Operational Staff on Divisions, Justice and Public Contact colleagues.    External  Public, Home Office Police Forces, Emergency Services, Network Rail, Train Operating Companies, London  Underground, National Press. | |
| G Essential Criteria | |
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| Qualifications and Training: | |
| * Education to GCSE level or equivalent - Grade A-C or level 9-5 in English or equivalent. * Previous experience in a Control Room environment as a Communications Officer. | |
| Experience: | |
| * Previous experience in a control room environment. * Experience in developing new practice and procedure to meet changing needs and in support of changing demand. * Competent at working either independently or within a team to create innovative solutions and develop new techniques. * Experience in negotiating and influencing colleagues and management. * Experience in a supervisory position including conducting briefings, audits and people management. | |
| Skills: | |
| * Possess excellent communication and interpersonal skills, the ability to exchange information accurately, promptly and concisely, and demonstrating the ability to influence colleagues of all ranks. * IT literate (i.e. Microsoft products / PNC trained and able to learn and use computer systems employed or introduced by the force as required). * Excellent typing skills – accuracy and speed essential. * Flexible and able to adapt to change. * Able to work to targets where required * Able to lead, motivate and inspire colleagues working co-operatively within a team. * Able to build good relationships with others. * High level of motivation with the ability to work effectively on their own. * Demonstrate good written and analytical skills. * Able to assimilate information quickly to make informed decisions and act accordingly per force policy, practices and procedures. * Excellent time management and organisational skills, managing competing demands, setting priorities, and the ability to effectively manage relationships between different parts of the organisation. * Understands the views and cultural differences of others and takes them into account. Able to be tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. | |
| Knowledge: | |
| * Knowledge of Criminal Law and National Standards of Incident Recording (NSIR). | |
| Desirable criteria: | |
| Qualifications and Training  Ideally will have completed the TAC advisor course.    Experience:  Experience of supervising within a control room environment.  Skills:  PNC Trained.    Knowledge:  An awareness of the function of the BTP.  Knowledge of ICCS and Airwave.  Legislation on Data Protection, Freedom of Information, Security of Information, Government protective marking scheme. | |
| H Additional Information | |
| The post holders will be accountable for day-to-day incident management and contact performance, identifying areas for improvement and implementing appropriate plans to ensure successful outcomes.    This post requires shift working and may require shift changes to maintain service levels.    This is a shift-based role which attracts a 20% allowance; there is additional allowance for working Bank Holidays.    12 Month probation period is required in this role due the amount of time invested in training for the role.  Ensure awareness and compliance of DSE, H&S, and Diversity and Equality practices within the hot desking environment. | |
| For Panel to complete only:  Line Manager Approval: (this is only signed off when the line manager has approved the final version)  Panel Approval: (this will only be signed off once the job has gone through the Job Evaluation Panel)  Date:Click or tap to enter a date. | |

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [**People & Culture Policy & Reward inbox**](mailto:HRBC-POLICY-ENGAGEMENT@btp.pnn.police.uk)

You will be advised of a panel date following receipt of the submission