



Role Title:	Contact Management Centre Deputy Operations Manager	Rank / Grade:	PO2
The Contact Management Centre (CMC) Deputy Operations Manager is a member of the Contact Management Senior Management team; providing supervision, leadership and motivation to help the department provide a high quality service. They will play a key liaison, co-ordination and communication role for the public, Police and external agencies to ensure all enquiries are dealt with promptly.			
Vetting (level):	Police Standard Vetting	Psychological Screening:	No
Location:	Southampton Central Police Station	Travel Required:	None
Suitability for restrictions:	N/A	Position Type:	Permanent
Conditions:	N/A	Responsible to	Responsible to the Head of Contact Management. The role holder will have line management responsibilities for Contact Management Centre (CMC) Supervisors and CMC Staff.
Key accountabilities (an indication of the responsibilities and activities expected in the role)			
1. Retain an operational overview of both emergency and non-emergency call handling services across multiple sites and react to emergency problems to ensure the department consistently and effectively provides an excellent service to the public. 2. Provide clear, effective and visible leadership and provide support to the Head of Contact Management by managing and implementing organisational change. 3. Identify departmental learning and development needs to help deliver against strategic objectives. Ensure training is appropriate and kept up to date, including e-learning and briefing pages. 4. Implement, monitor and evaluate any changes to policies, procedures and working practices, managing effective communication with all stakeholders. 5. Ensure Quality Assurance is in compliance with NCHS standards and Crime Data integrity. 6. Manage and provide clear guidance to CMC Supervisors to ensure a high level of corporate standards are maintained in areas of quality, efficiently, staff performance and personnel issues. Provide clear and timely communication to all interested parties. 7. Ensure good work is rewarded by way of recognition and poor performance or attendance is dealt with in line with Force policies and procedures. Provide guidance and support to Supervisors in relation to all grievance and disciplinary procedures. Work closely with the Resource Management Team and HR Operations in respect of all matters relating to personnel. 8. Challenge inappropriate behavior and deal with grievances in accordance with Force Code of Ethics. Deal with immediate staff issues to resolve staff disputes. When appropriate, manage disciplinary processes and hold investigatory interviews. 9. Deal with complaints from the office of the Chief Constable and those received via the Professional Standards Department. 10. To keep abreast of updates in law, legislation, procedures and contents of Force policy. To be familiar with the Equality Act and ensure compliance in the workplace. 11. Represent the Contact Management Senior Management Team at internal management meetings advising of policy issues. Liaise with external agencies regarding working practices and procedures. 12. To deputise for the Contact Management Operations Manager when required. 13. Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation.			



Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire & IOW Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.

Experience

Essential

- Educated to QCF Level 6 or work experience deemed to have brought the postholder to a comparable level.
- Management experience and evidence of dealing with a range of HR issues and policy.
- Experience of working in a customer facing environment and dealing with the public.
- Experience of managing significant change.
- Competent in the use of IT.

Desirable

- Educated to QCF Level 7 in a management related field or work experience deemed to have brought the postholder to a comparable level.
- Experience of working in a Policing environment.
- Good geographic knowledge of Hampshire and the Isle of Wight.
- Knowledge of the Hampshire and IOW Constabulary organisation and structure, including computer systems used.
- Experience of working in a telephone call handling environment.

Attributes

You will bring your leadership, communication, organisation and customer skills to work as part of a Contact Management team who are dedicated to providing the best possible service to members of the public. You will be expected to work with a wide variety of stakeholders across the Force and will be required to adapt your leadership and communicative styles where necessary. Team work is a huge part of this role so it is important that you are able to motivate, supervise, delegate and step up to achieve the common goal. You will also need to be confident in dealing with HR issues around performance and attendance, and be able to support your Supervisors where necessary.

We will assess your suitability to join policing as part of the selection process. You will need to be able to evidence that you will uphold the values of policing (impartiality, integrity, public service, transparency), the Code of Ethics and demonstrate our Competencies and Values.

Applications will be shortlisted by demonstrating you hold the essential experience and competencies for the role. Further selection methods will be an interview around your personal attributes, competencies and values.