

ROLE PROFILE Part1	Role Title	CONTACT MANAGEMENT CENTRE SUPERVISOR			Dept /LPA	CONTACT MANAGEMENT
			VETTING LEVEL			
Grade/Rank	SO1					
Responsible To	Deputy Contact Centre Manager					
Staff Line Managed	Call Management Staff					
Reviewed by (Manager)	Jill Webber				Date	02/07/14
Purpose of Job	To supervise the resources of all FEC Call Management, including FCR staff when in a call taking role and to provide a key liaison, co-ordination and communication role for the public, police and external agencies to achieve a prompt and efficient fulfilment of enquires.					
Key Accountabilities	Managing Staff 1. Supervise and develop staff within an open, fair and supportive environment 2. Monitor the welfare of staff and react to emerging problems 3. Identify any individual or team training & development needs and provide appropriate coaching and performance feedback 4. Maintain personal records 5. Manage any grievance or disciplinary issues 6. Support organisational change 7. Ensure staff are de-briefed and supported following handling of difficult and/or sensitive incidents. 8. Support trainees development and ensure the accurate completion of PDPs Performance Management 9. QA and monitor calls in compliance of NCHS and RMS Occurrences to ensure compliance of NCRS. Complete QA records on appropriate spreadsheets, tTo monitor performance of individual team members against set performance indicators 10. Have a knowledge and understanding of Action plans laps etc 11. Respond positively to change and new initiatives. 12. Manage the developmental and training needs of staff arranging formal training and "in-house" packages including e-learning packages, ensuring packages are completed by staff by the given date 13. Ensure staff comply with Data Protection 14. Act as an integral part of the change management process with knowledge and support. 15. Deal with complaints over the phone from internal departments/staff and external customers and liaise positively with other Call Management departments responding to errors/mistakes. 16. Maintain H&S and Fire Evacuation processes. Fire evacuation responsibilities including complete weekly radio check from airwaves to C1 17. Supervise switchboard staff in the absence of a switchboard supervisor including covering of meal breaks, managing work alone staff any welfare or H&S issues. Administration 18. Ensure trainees PDP's are completed accurately and on time. 19. Carry out Data Protection computer account audits, complete DSE risk assessments and monitor received e-mails in mailboxes and subsequent archiving 20. Complete relevant absence paperwork, update CARM with relevant resource changes, arrange cover for unexpected absences updating CARM with overtime etc IT 21. Be fully conversant with fallback plans, resolving faults with APD/Telephony 21. Reset passwords on the APD and Altaris and update briefing sheets and visual displays on Plasma screens 22. Liaise with CMSU regarding technical assistance, monitor the provision of Technical equipment (headsets/leads)					

	Note: This role profile is designed to assist postholders with understanding what is expected of them in their role. Hampshire 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.														
Additional Requirements	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. May be asked to carry out fire warden duties to meet required standards if required. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role.														
ROLE PROFILE Part2 CVF Recruitment Competencies	We are Emotionally Aware Level 2 We Take Ownership Level 2 We are collaborative Level 1 We Deliver, Support and Inspire Level 2														
Education/Qualifications	Essential: Educated to Educated to QCF Level 3 OR work experience deemed to have brought the postholder to a comparable level. To have a recognised typing qualification (RSA1) or have relevant work experience bringing the post holder to a comparable level. Desirable: RSA II Typing or equivalent typing qualification														
Experience and Skills	Essential: Proven experience in a busy work environment, involving: Supervision and development of staff Office administration Frequent people contact, particularly on the telephone, including handling difficult callers and sensitive matters Experience of working in a pressurised and reactive environment Familiarity with computerised systems, including regular use of a keyboard. Desirable: Good geographic knowledge of Hampshire & Isle of Wight Knowledge of the Hampshire Constabulary organisation and structure, including its computer systems Experience in working in a telephone call handling environment Knowledge of Call Management operating procedures and graded response														
Approved by HR	Richard Mawson	Date	08/07/14												
ROLE PROFILE Part3 CPD															
Competencies	<table><tr><td colspan="2">All roles are expected to know, understand and act within the ethics and values of the Police Service.</td></tr><tr><td colspan="2">Resolute, compassionate and committed</td></tr><tr><td>We are Emotionally Aware</td><td>Level 2</td></tr><tr><td>We Take Ownership</td><td>Level 2</td></tr><tr><td colspan="2">Inclusive, enabling and visionary leadership</td></tr><tr><td>We are collaborative</td><td>Level 1</td></tr></table>			All roles are expected to know, understand and act within the ethics and values of the Police Service.		Resolute, compassionate and committed		We are Emotionally Aware	Level 2	We Take Ownership	Level 2	Inclusive, enabling and visionary leadership		We are collaborative	Level 1
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Underpinning Values	We Deliver, Support and Inspire	Level 2	
	Intelligent, creative and informed policing		
	We Analyse Critically	Level 2	
	We are Innovative and Open Minded	Level 2	
	Impartiality		
	Integrity		
Initial Development skills for new to role period	Public Service		All staff are required to complete mandatory e-Learning including annual DSE and Fire Safety plus any role-specific training required.
	Transparency		
Continuing Professional Development			