



Role Profile

Role Profile Part 1			
Role title	Police Control Room Sergeant	Grade/ Rank	Sergeant
Dept/Area	Corporate Support	Vetting Level	Recruitment Vetting
Responsible to	Unit Inspector	Staff line managed	
Reviewed by (Line Manager)	T/CI 27479 James Heath	Date	16/10/2025
Purpose of Job	To be responsible for supervising Contact Management staff and being the key liaison between the public, police and other external agencies. You will also be responsible for co-ordinating and managing the Force's response to incidents ensuring effective and efficient service delivery.		
Key Accountabilities	Managing Staff 1. On a daily basis supervise and develop staff within an open, fair and supportive environment. 2. On a daily basis supervise and develop staff within an open, fair and supportive environment. 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 PDP's. Performance Management 1. Complete Quality Assurance processes. 2. Monitor and respond to service delivery demands using appropriate IT systems. 3. Respond appropriately to IT faults and manage technical equipment issues. 4. Ensure that Force Policies and working practices are adhered to; providing advice and guidance where necessary. 5. Maintain H&S and Fire Evacuation processes. 6. Monitor and review on-going incidents to ensure an effective and efficient response in accordance with set performance guidelines.		



Role Profile

	7. Support the management of critical or potentially critical incidents, conducting dynamic risk assessments to ensure the safety of all involved. 8. Liaise with frontline staff at all levels Administration 1. Record and update relevant administration documents. 2. Complete DSE risk assessments for staff 3. Complete all CPD's on time 4. Ensure staff complete or attend all mandatory learning programmes Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire and Isle of Wight 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	Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. The role holder may be required to visit other locations within Hampshire and the Isle of Wight, and therefore needs to have the ability to travel as necessary. The role holder will be required to pass the pursuit manager course and maintain accreditation in this skill. An initial 6-month probationary period will apply on appointment to the role. All role holders will need to undergo and maintain appropriate vetting. There will be a requirement to work shifts, including weekends and bank holidays. Short notice shift changes may occur for which the appropriate recompense will be paid 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

Role Profile Part 2			
Education/Qualifications	Essential: Competent Sergeant		
	Desirable:		
Experience and Skills	Essential: - Experience in the supervision and development of staff - Office administration including monitoring data and allocating resources - 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 and report writing		
	Desirable:		
Approved by People Services	Emma Crouch-Rogers (transferred by)	Date	28.02.2025



Role Profile

Role Profile Part 3			
Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.		
	We are Emotionally Aware	Level 2	
	We Take Ownership	Level 2	
	We are collaborative	Level 1	
	We Support and Inspire	Level 2	
	We Analyse Critically	Level 2	
	We are Innovative and Open Minded	Level 1	
Underpinning Values	Courage		
	Respect and Empathy		
	Public Service		
Initial Development Skills for new to role period	All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required		
Continuing Professional Development	Courses and Conferences should be attended to benefit professional learning and development.		