



Role Profile

Role Profile Part 1			
Role title	Triage Hub Supervisor/Police Sergeant	Grade/Rank	SO1 / Police Sergeant
Dept/Area	Contact Management	Vetting Level	RV
Responsible to	Triage Hub DI or Inspector	Staff line managed	Triage Hub Operatives & Triage Hub PCs
Reviewed by (Line Manager)	Shula Williamson	Date	13/06/2023
Purpose of Job	Lead, supervise and direct a team to ensure that an effective triaging function is provided on behalf of Hampshire & IOW Constabulary.		
Key Accountabilities	1. Provide first line management to staff, including, but not limited to, the recruitment and selection of new staff, training and developing, managing performance and wellbeing in line with the relevant force policies and procedures. 2. Direct and manage the day-to-day allocation of tasks within the team, monitoring the volume of incoming work, ensuring that resources are available so that an effective service, in line with any service level agreements, is provided. 3. Monitor the effectiveness of the team, including auditing any relevant systems, processes and information. Review and interpret performance data to ensure the most appropriate use of resources, to identify areas of improvement and any specific training requirements. 4. Provide appropriate, effective and efficient support and specialist advice to a variety of internal and external stakeholders. 5. Build, maintain and develop positive and effective working relationships with internal and external stakeholders, collaborating with partnership agencies as appropriate. 6. Develop a specialist knowledge of relevant systems, policies and legislation and ensure compliance with those relevant to your business area. 7. Actively participate in meetings relating to your business area, providing relevant information and advice to internal and external stakeholders, ensuring the progression of any resulting action(s). 8. To be responsible for:		



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	➤ Undertaking a pre-triage process to ensure that high priority crimes are identified and allocated accordingly. ➤ Working closely with colleagues within the CMC/PCR to ensure the movement of investigations is managed effectively. ➤ Providing specialist guidance and advice in relation to the relevant processes, procedures and legislation within the Triage Hub environment. ➤ Monitoring and improving the use of live time intelligence within the Triage Hub. ➤ Supporting any fall-back plans which are in place to support the continuation of a service provision by the Triage Hub. ➤ Supporting and responding to any IT issues, including, but not limited to, telephony systems and other supporting technical equipment utilised within the Triage Hub. ➤ Ensuring compliance with closing codes and classification of incidents in line with Home Office guidance. 9. To give regular and effective service. 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. ➤ 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. ➤ All staff are required to complete annual DSE and Fire Safety e-Learning plus any applicable role-specific training. ➤ Postholders should be aware that this role requires working unsociable hours, for which the appropriate allowances will be paid. ➤ Postholders may be required to wear uniform and/or adhere to the dress code within the published force policy. ➤ Provide training, mentoring and support to peers within the Triage Hub, as required.



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| | <ul style="list-style-type: none">➤ Assist in the development and maintenance of IT systems and administrative processes to ensure that the Triage Hub is operating as effectively and efficiently as possible. |
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Role Profile Part 2			
Education/Qualifications	Essential:		
	➤ Educated to Educated to QCF Level 3 OR work experience deemed to have brought the postholder to a comparable level. ➤ PS – competent Sergeant Competent Sergeant		
Experience and Skills	Desirable: n/s		
	Essential:		
Experience and Skills	➤ Proven managerial/supervisory experience, with practical experience of problem solving, effective decision making, and the supervision of work, resources and the resolution of HR issues. ➤ Experience of working in a busy administrative environment, undertaking complex administrative tasks to a high standard. ➤ Experience of communicating effectively with members of the public, handling sensitive subject matters professionally and efficiently. ➤ Previous investigative experience.		
	Desirable:		
Experience and Skills	➤ Experience of working in a pressurised and reactive call handling environment. ➤ Previous experience working within a policing environment. ➤ Good geographic knowledge of Hampshire and the Isle of Wight. ➤ Knowledge of Contact Management operating procedures and graded responses to incidents.		
	Approved by People Services	James Shardlow, Senior HR Adviser	Date 06/07/2023



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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 2
We Support and Inspire	Level 2
We Analyse Critically	Level 2
We are Innovative and Open Minded	Level 2



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.