

ROLE PROFILE Part1	Role Title	CONTACT MANAGEMENT OPERATIONS MANAGER			Dept /LPA	CONTACT MANAGEMENT TVP/HC
			VETTING LEVEL			
Grade/Rank	Police Chief Inspector/ Staff HMG (G)					
Responsible To	Service Delivery Manager – Contact Management					
Staff Line Managed	Contact Management operational Staff/Officers					
Reviewed by (Manager)	Paul Bartolomeo				Date	24/02/2020
Purpose of Job	To manage the delivery of contact management services across TVP and HC. With a specific responsibility for the effective leadership of a geographic area but with a strategic responsibility to deliver in line with the department and both Forces priorities and budgets.					
Key Accountabilities	1. To provide effective leadership as part of the senior leadership team and contribute to the efficient running of the Contact Management Unit. 2. To lead, develop and line manage staff 3. To manage performance effectively so as to support the aims of the unit and the wider forces 4. To develop and implement change plans to support the strategic direction of the unit and the convergence of a single service delivery across both forces. 5. To maximise the use of technology to the benefit of the public, unit and both forces 6. Provide stakeholder engagement across both forces and other agencies. 7. Using expert knowledge to influence and negotiate developments and changes to existing and new working practices, policies and procedures which continuously improve service delivery. 8. To retain an oversight of the budgets and ensure the most efficient use of resources. 9. To be the Units strategic lead for allocated Force priorities and initiatives ensuring the units compliance with and contribution to organisational goals 10. To manage change projects as directed 11. To manage operational risks relevant to the role and unit 12. To give regular and effective service. 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. Must have the ability to travel across the 2 force areas when required. Due to the 365 24/7 nature of this Unit there is a need for the post holder to be flexible and prepared to work unsocial hours including across weekend and lates shifts as required.					
ROLE PROFILE Part2 CVF Recruitment Competencies	We are Emotionally Aware Level 2 We Take Ownership Level 2 We are collaborative Level 2 We Deliver, Support and Inspire Level 2 We Analyse Critically Level 2					

	We are Innovative and Open Minded Level 2	
Education/ Qualifications	Essential: Competent Chief Inspector , or QCF Level 7 / work experience deemed to have brought the postholder to a comparable level. Desirable: Tactical Firearms Commander Leadership and/or management qualifications	
Experience and Skills	Essential: 1. Proven leadership capability; ability to deliver results while inspiring others. 2. Recent experience of managing performance across teams and of leading and managing other managers 3. Detailed understanding of the demands and consequences of public contact and incident management. 4. A detailed understanding of operational risk management. 5. Problem solving skills with the ability to make informed decisions. 6. Ability to interpret and use complex management information to enhance performance. 7. Proven ability to lead change effectively 8. To have excellent communication and interpersonal skills, including diplomacy and the ability to negotiate effectively and work collaboratively with staff of all ranks across TVP and HC and different organisations and agencies. 9. Experience of working and leading in a contact centre environment including detailed understanding of contact centre technology. Desirable: knowledge of the police organisation and how it operates Previous experience of working in a police environment	
Approved by HR	Jayne Beddall Snr HR Advisor	Date 21/11/2016