



Role Profile

Role Profile Part 1			
Role title	Triage Hub Sergeant	Grade/ Rank	Police Sergeant
Dept/Area	JOU Contact Management	Vetting Level	Recruitment Vetting (RV)
Responsible to	Triage Hub Inspector	Staff line managed	Triage Hub Officers\ Staff
Reviewed by (Line Manager)	DCI Justin Dipper	Date	01/10/2020
Purpose of Job	To supervise your team and effectively manage the demand into frontline teams by delivering consistent and efficient decision-making with THOR-based rationale.		
Key Accountabilities	1. Provide effective and visible leadership. 2. Supervise your team's decision-making and undertake responsibility for the performance, development and appraisal of the team. 3. Identify opportunities to manage demand using the most appropriate resources available. 4. Liaise and build relationships with partner teams such as PCR, CMC, Resolution Centre and Neighbourhood Teams. 5. Manage victim satisfaction through victim-focussed supervision and management of dissatisfaction reports. 6. 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.		



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Additional Requirements

Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data.

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 evenings, weekends and bank holidays.

Role holders should be aware that this role requires working unsociable hours, for which the appropriate allowances 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.

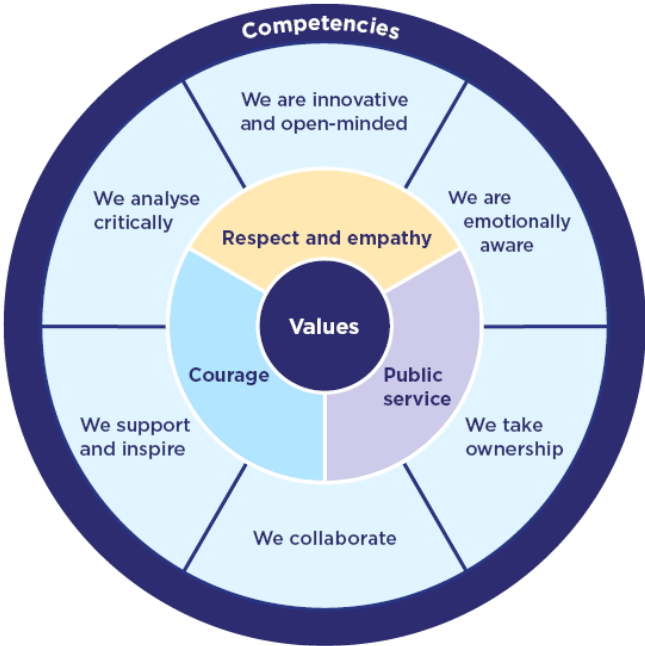


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Role Profile Part 2	
Education/Qualifications	Essential: • Competent Sergeant Desirable: • None stated
Experience and Skills	Essential: • None stated Desirable: • None stated



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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	N/A	
	We Support and Inspire	Level 2	
	We Analyse Critically	Level 2	
	We are Innovative and Open Minded	N/A	
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.		