

ROLE PROFILE Part1	Role Title	COMMUNICATIONS OPERATOR		Dept /LPA	CALL MANAGEMENT	
		VETTING LEVEL			50079145	
Grade/Rank	Scale 3					
Responsible To	Central Switchboard Supervisors					
Staff Line Managed	None					
Reviewed by (Manager)	Contact Centre & Front Office Manager				Date	10 June 2014
Purpose of Job	To provide a telephone switchboard service on behalf of the Constabulary					
Key Accountabilities	1. To action routine police/public telephone calls, identifying suitable departments/personnel that can assist with their enquiries. 2. To maintain effective liaison with internal and external departments and agencies utilising the full range of communication methods available. 3. To deal with confidential material in a responsible manner. 4. To make full and effective use of local computer systems. 5. To maintain efficient and effective office systems and records. 6. To keep up to date with changes in legislation and local procedures and policies that affect working practises 7. 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 & IOW 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 called on 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 1 We Deliver, Support and Inspire Level 1 We Analyse Critically Level 1 Transparency					
Education/ Qualifications	Essential: <u>Educated to QCF Level 2</u> (Including English Language) plus RSA Stage 1 Typing/Word Processing OR work experience deemed to have brought the postholder to a comparable level. Desirable: n/s					
Experience and Skills	Essential: A minimum of two years experience in the following areas: a) direct contact with the General Public on a daily basis. b) switchboard, or other busy inbound call handling environment Desirable:					



A knowledge of police organisation and structure
Experience of working as part of a team.