

Role Title: S3 Communications Triage Operator

Department	Public Contact
Job Family	Operational Support: Control Centre
Job Family Level	Level 1: Service Deliverer
Professional Profile	

Role Purpose

Triage multi-channel non-emergency public calls service, resolving at source where possible, in line with force policy and procedure, including THRIVE principles, and in line with agreed quality and timeliness service standards.

Role Accountabilities

- Receive, assess, and where possible resolve, non-emergency telephone calls by obtaining all necessary information, giving advice /providing information when appropriate; ensuring all are responded to in accordance with national guidelines and Cheshire Police policies and procedures and THRIVE in line with agreed service standards.
- Receive, assess, and where possible resolve, digital enquiries e.g through single-online home, public contact mailbox and social media, responding to enquirer as appropriate, or disseminating to the correct recipient; ensuring all enquiries handled in line with national guidelines and Cheshire Police policies and procedures and THRIVE in line with agreed service standards.
- Identify any calls for service that are emergencies and require an urgent response by assessment of threat, harm and risk and feed through to internal emergency line for prompt action.
- Create accurate and detailed contact records/incidents on Constabulary's Command and Control Incident Management System (Saab) where appropriate; prioritise them using the 'THRIVE' model with due consideration of local priorities and organisational procedures.
- Interrogate Niche to identify previously reported occurrences to enable an informed decision as to advice to give to the caller and action to be taken
- Finalise Command and Control incidents with the correct finalisation code(s) (including thorough and meaningful rationale for the classification code).
- Monitor and engage appropriately with the public on Force Control Centre Social Media accounts, using THRIVE assessment to ensure all requests for service are responded to effectively, and escalate to Corporate Communications where reputational or other risk to Force is identified.
- Utilise Cheshire Police systems and databases to fully and accurately update incidents with relevant information as required
- Provide information on incident status to authorised staff, departments and other authorised partner agencies or services

- Liaise with internal departments, outside agencies and services providers as appropriate to carry out all relevant enquiries to support operational policing and identify deployment needs and successfully address calls for service.

For the post holders level of responsibility ensure that all; arrangements, activities, equipment, supervision and staff health, welfare and training are complied with as fully detailed in the Health and Safety Policy.

It is the responsibility of all staff to promote equality, diversity and Human Rights in working practices including developing and maintaining positive working relationships, ensuring that colleagues are treated fairly, contributing to developing equality of opportunity in working practices and challenging inappropriate conduct. Staff should treat everyone with fairness and impartiality, whilst recognising differences in needs, perspectives, backgrounds and cultures.

Notwithstanding the details in this job description, the job holder may be required to undertake other duties up to a level consistent with the principal responsibilities of the job.

Experience, Qualifications & Skills

Prior Education and Experience

- Educated to level 2 equivalent or significant experience of working in a customer service environment

Essential Experience:

- Significant experience of working in a customer service or public facing environment
- Some experience of telephone working
- Some experience of using social media channels (not necessarily in a work context)

Skills

Essential

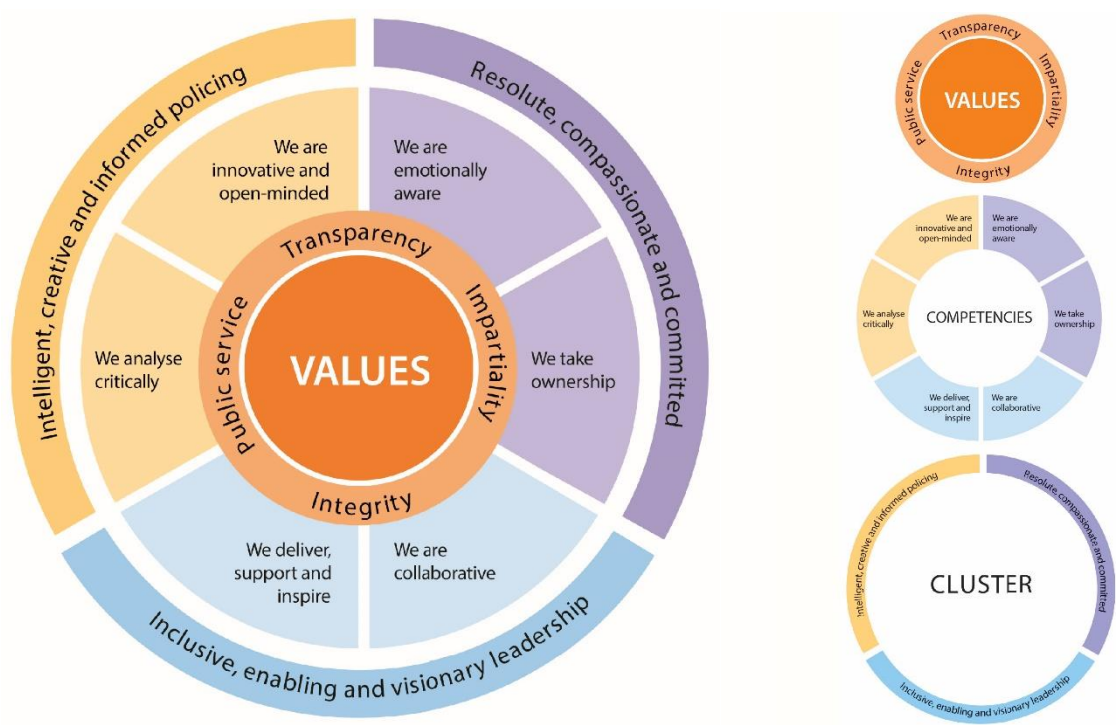
- The ability to manage competing priorities to ensure successful delivery in meeting customer demand and providing exceptional customer service.
- The ability to effectively use the THRIVE model and to apply this to a diverse range of incidents.
- The ability to work effectively under pressure and have strong resilience in the face of difficulties.
- Ability to use a diverse range of IT systems and social media platforms
- Ability to multi-task i.e. talk, listen and record information at the same time
- The ability to recognise crime at the first point of contact in line with NCRS standards
- Develop strong working relationships inside and outside of the team to provide support and maximise performance.
- Take personal responsibility for own decisions and actions, act with integrity and professionalism and ensure professional knowledge is current.

Continuous Professional Development & Mandatory Training Requirements

Mandatory Training		
Department Capability Training Requirement. A proportion of Officers will complete and maintain the below skills to ensure functionality of the department or unit.		

Behaviours – Competency and Values Framework for Policing (CVF)

All roles are expected to know, understand and act within the ethic & values of the Police Service.



This role is expected to operate at the below level for each competency.



Cluster	Competency	Level
Resolute, Compassionate & Committed	We are emotionally aware	1
	We take ownership	1
Inclusive, enabling & visionary leadership	We are collaborative	1
	We deliver, support and inspire	1
Intelligent, creative and informed policing	We analyse critically	1
	We are innovative and open-minded	1

Additional Role Requirements

Vetting Level	Recruitment
Warranted/Designated Power	N/A
Allowances	N/A
Tenure Period	N/A
Politically Restricted Role (Police Staff Only)	N/A
IT Equipment / Software Required	Desktop
Apprenticeship Standard	Level 2 / Level 3-Customer Service
Repeated exposure to content of a vulnerable or sensitive nature requiring an annual welfare check	Yes