

Job Description

A Post Details	
Job Title: FCC Manager	Grade: B003
Department: Contact Management	Division: A
Reports to: Operations Manager – FCC and Transactional Services	Contract Type: Permanent
Level of Vetting: <input type="text"/>	Numbers in Post: 2
B Purpose of the Post	
<p>To provide visible and effective leadership for the First Contact Centre and support supervisors and frontline staff in their delivery of providing an excellent service to the public. To provide a key liaison, co-ordination and communication role for the public, police and rail partners to achieve a prompt and efficient first contact resolution of enquiries.</p> <p>To ensure the timely recording of incidents and crimes reported to the British Transport Police, demonstrating the application of national quality standards and include the National Crime Recording Standards (NCRS), Standards for Incident Recording (NSIR) and Scottish Crime Recording Standards (SCRS). These posts are unique across the police service as no other force has a national responsibility for crime reporting across England, Scotland and Wales.</p>	
C Dimensions of the Post	
<p>Financial – Direct or Non-Direct Indirect Staff Costs</p> <p>Staff Responsibilities – Direct or Non-Direct Direct – 10 x FCC Supervisors Non-Direct – 75 FCC Contact Handlers</p> <p>Any other statistical data 19/20 464,958 Contacts Offered 233,139 Incidents 91,788 Crimes (Notifiable and Non-Notifiable)</p>	
D Principal Accountabilities	

- Develop and make recommendations on the development of local processes and ensure police best practice is identified and followed in regard to First Contact Centre activity.
- Oversee the handling of BTP non-emergency contact, reacting to emerging changes in demand and other unplanned events, to ensure the department continues to provide a consistent and effective service to the public.
- Provide support to operational risks and provide mitigating actions that reduce the impact on FCC operations; invoke disaster recovery/business continuity plans as required and in consultation with the Senior Duty Officer
- Identify key strategic performance issues and opportunities in consultation with the Operations Manager; provide solutions and new ways of working that leads to improved performance.
- Ensure compliance with standards and highlight non-compliance for escalation to divisional colleagues at Contact Handling Board.
- Provide expert analysis of a wide range of data (PNC, Niche, CHS) and produce automated reports that clearly communicate findings and recommendations to senior managers and stakeholders.
- Produce and maintain robust Force Policy and procedures for Force systems in relation to the Police National Computer (PNC). Work closely with the Change and Development team within Contact, to proactively improve performance by identifying non-compliance themes and support the delivery of the appropriate service recovery actions.
- Represent the Operations Manager at external and internal meetings to promote the work of the FCC and ensure this aligns to wider organisational values and objectives.
- Build and maintain effective working relationships with internal and external stakeholders.
- Motivate, lead and provide direction to the team to provide effective management in the FCC, including but not limited to; quality and productivity of staff performance, resource scheduling patterns to ensure they meet demand, the Right Track process, sickness absence and return to work management, time management, maternity liaison, occupational health referrals, health and safety assessments and poor performance.

E Decision Making

Make decisions

Regularly review the demand profile and make tactical changes to staffing profiles across contact channels.

Provide incident and crime classification decision review and direct changes in real time where needed.

Significant say in decisions

Engage with internal stakeholders to reach agreements to process changes that support force priorities whilst not impacting performance.

Consult with Senior Duty Officers in the activation of department contingency plans and disaster recovery location exit.

F Contact with Others

Internal

All levels within BTP: Including but not limited to Justice and Public Contact command colleagues, Divisional Commanders, Divisional Superintendents, Information Management, Technology, Force Crime Registrar and Audit Team.

External

Local Authorities, Home Office Police Forces, PNC National Helpdesk, PNC Hendon Data Centre, Procurator Fiscal, other systems suppliers of critical technology.

G Essential Criteria

Qualifications and Training:

- Educated to Degree Level or substantial evidence of management experience.

Experience:

- Proven people management experience and organisational, negotiation, reasoning and decision-making skills, including evidence of dealing with a range of HR policies and issues.
- Experience leading in a customer facing environment and delivering across diverse contact channels.

Skills:

- Able to influence and negotiate with all people at all levels, both internally and externally, in a positive and professional manner.
- Able to analyse, interpret and comment on internal and external reports and data.
- Excellent computer skills and proficient in database systems.
- Proven I.T. and numeracy skills and able to pay close attention to detail.
- Strong relationship management and team working skills with the ability to establish immediate rapport utilising integrity and approachability, ensuring colleagues and staff feel able to discuss sensitive and confidential issues.

Knowledge:

- **Trained in: Criminal Law, Home Office Counting Rules, National Crime Recording Standards, Scottish Crime Recording Standards, PNC Enquiry and PNC Update (Offence Processing).**
- **Extensive working knowledge of performance management and its contribution to achieving local performance indicators.**

Desirable criteria:**Qualifications and Training:**

Business Management/leadership qualification equivalent to level 5.

Experience:

Experience of leading in a contact centre environment.

Previous experience of managing shift working staff in a transactional centre .

H Additional Information

Will have to travel to attend meetings whilst representing the Justice and Public Contact command. The command supports all of BTP therefore the coverage extends across England, Wales and Scotland.

There is a reputation and financial risk to the organisation if Force systems data is inaccurate therefore performance management is of the utmost importance.

For Panel to complete only:

Line Manager Approval: (this is only signed off when the line manager has approved the final version)

Panel Approval: (this will only be signed off once the job has gone through the Job Evaluation Panel)

Date:

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [People & Culture Policy & Reward inbox](#)

You will be advised of a panel date following receipt of the submission