

Job Description

A Post Details	
Job Title: First Contact Centre (FCC) Supervisor	Grade: B001
Department: First Contact Centre	Division: A
Reports to: FCC Manager	Contract Type: Permanent
Level of Vetting: <input type="text"/>	Numbers in Post: 10x with SA, 3x no SA
B Purpose of the Post	
<p>To provide day to day leadership to the First Contact Centre staff to enable delivery of all aspects of BTP first contact resolution ensuring a prompt response to emergency/non-emergency contacts from different media channels. Ensuring voice and non-voice demands are balanced with the appropriate skilled Contact Handlers within the centre.</p> <p>Manage a shift of between 20-30 staff with line management of a smaller team of Contact handlers to ensure compliance with BTP Policies and HMIC standards in the delivery of an appropriate police response.</p> <p>Provide a professional, comprehensive administrative service by supervising the receipt of offence and related information to input to internal and external computer systems as required. Provide an efficient and effective contact centre service for incident and crime recording for victims of crime, general public contact, police officers, police community support officer, Network Rail, Train Operating Companies and any other person or party as required.</p>	
C Dimensions of the Post	
<p>Financial - Direct or Non-Direct</p> <p>None</p> <p>Staff Responsibilities - Direct or Non-Direct</p> <p>Direct - 60 x Contact Handlers & 30 x Crime Recorders</p> <p>Any other statistical data</p> <p>Approx:</p> <ul style="list-style-type: none"> • 900k calls a year • 20k emails (excluding camera activations) • 18k text messages • 1.4k twitter feeds • 90,000 crimes • 20,000 imported incidents • Providing support and criming advice to 2900 Police Officers and 1500 Police Staff 	
D Principal Accountabilities	
<ul style="list-style-type: none"> • Responsible for managing the daily FCC operation, scheduling breaks and duties for FCC staff for the coming week. • Develop and deliver resource tactical and daily duty break plans to ensure the most effective use of FCC resources during periods of increased call and work volumes to ensure both telephony service levels and crime management are maintained in line with National Call Handling Standards (NCHS), National Crime Recording Standards (NCRS) Home Office and Scottish Counting Rules (S/HOCR). 	

- Manage resources and systems to ensure the provision of excellent customer service and a high quality of service is delivered to all contacts received into the FCC.
- Is accountable for day to day management of contacts, incident creation and closure and crimes recorded within performance levels; ensuring data quality standards remain high and adhere to Data Quality Principles in that all data is accurate, adequate, relevant and inputted in a timely manner.
- Provide first line management support for a team of contact handlers and social media staff ensuring performance objectives are met, set objectives using PDR (Right Track), conduct performance reviews, conduct regular staff briefings, use MI to drive performance.
- Ensure that all non-emergency and emergency contacts received are allocated a correct grade of response and passed to the correct Force control rooms for dispatch in line with departmental KPI's.
- Manage non-voice related crime requests (email and incident logs) to identify priority crimes requests, repeat and vulnerable victims (through a threat risk and harm process THRIVE) and facilitate the crime process through the FCC staff.
- Effectively utilise the AVAYA Contact Centre Manager suite to ensure call volumes are serviced in accordance with NCHS and departmental SLA's and KPI's. Make real time changes to call handler skillsets to maximise call service levels for all non-emergency telephony contacts and internal lines.
- Determine offence classifications from within the supervisor work queues and ensure that appropriate records are created for specific systems as required, advise staff and officers on offence classification for the purposes of recording crime.
- Ensure staff evaluate and correctly process NBTC (National borders tracking centre) alerts, SIRENE bureau notifications (National Crime Agency) and camera activations (Network Rail) where an immediate deployment is required to apprehend offenders, terrorist suspects, persons wanted on EU and UK arrest warrants, crimes being committed and prevent a poor reflection on BTP.
- Carry out complex searching of the Crime Recording System (NICHE) and Command and Control system (ControlWorks) in order to resolve escalated complaints and carry out service recovery where required.
- Resolve escalated complaints regarding the FCC from internal staff, members of the public and stake holders and complete service recovery where required.
- Ensure quality checking and calls audits are completed using call monitoring and scoring software to ensure calls for service have been correctly updated onto the relevant Force systems including ControlWorks, NICHE, and PNC. Work with the Change and Development team within Contact Management to share any good practice/areas of non-compliance and support delivery of any remedial work/action plans to improve performance, either for an individual or the wider team.

- Responsible for all non-emergency contacts made to the Force out of hours e.g. IT, Media contacts.
- Ensure fallback procedures are implemented promptly in the event of systems outages and is responsible for the on-call escalation of these matters.
- Process PNC broadcast messages including all ports alerts for the Force.
- Control the asset management of Airwave radios ensuring that vehicle and hand-held radios are stunned and un-stunned using the Airwave enterprise software portal.
- Deputise for the FCC Manager in their absence attending meetings and conference calls as required.

E Decision Making

Make decisions

- Sound decision making with regards to resource management, first line management and resolution of calls and escalated complaints regarding service; ie is Police attendance required etc, incident management using the national decision-making model.
- Classification of crimes and closure of incidents in accordance with NCRS, HO and Scottish Counting Rules and NSIR. Ensuring correct crime classifications are allocated to the crime recording system to ensure BTP accurately records crimes and reports to accurate crime statistics to the home office.
- Attend process meetings regarding FCC working practices and procedures.
- Develop and implement new procedures and working practices.
- Accountable for the performance of the FCC out of hours.
- Effectively manage the attendance policy.

Significant say in decisions

- Deputise for the FCC Manager as and when required and appropriate .

F Contact with Others

Internal

All BTP Staff (including officers/staff of all ranks and grade), Justice and Public Contact colleagues, Senior on-call officers, HR, Media and Marketing.

External

Victims of crime, members of public, rail industry staff, other emergency services, HO Police Force and National Press.

G Essential Criteria

Qualifications and Training:

- **Educated to A-C standard in English and Maths GCSE and A level or have the equivalent work experience gained in a similar role.**

Experience:

- **Previous experience in a contact centre or control room environment.**
- **Experience in developing new practice and procedure to meet changing needs and in support of complex enquiries.**
- **Competent at working either independently or within a team to create innovative solutions and develop new techniques.**
- **Experience in negotiating and influencing colleagues and management.**

Skills:

- Possess excellent communication and interpersonal skills, ideally gained in Contact/Call Centre environments, demonstrating an ability to influence colleagues of all ranks.
- IT literate (i.e. Microsoft products / PNC trained and able to learn and use computer systems employed or introduced by the force as required).
- Excellent typing skills - accuracy and speed essential.
- Flexible and able to adapt to change.
- Able to work to targets where required.
- Experience using contact centre management suites.
- Able to lead, motivate and inspire colleagues working co-operatively within a team.
- Able to build good relationships with others.
- High level of motivation with the ability to work effectively on their own.
- Demonstrate good written and analytical skills.
- Able to assimilate information quickly to make informed decisions and act accordingly per force policy, practices and procedures.
- Excellent time management and organisational skills, managing competing demands, setting priorities, and the ability to effectively manage relationships between different parts of the organisation.
- Understands the views and cultural differences of others and takes them into account. Able to be tactful and diplomatic when dealing with people, treating them with dignity and respect at all times.

Knowledge:

- **In depth knowledge of Criminal Law, Home Office Counting Rules, National Crime Recording Standards, National Standards for Incident Recording, Scottish Crime Recording Standards and National Call Handling Standards.**
- **Knowledge and application of the Victims Code of Practice.**

Desirable criteria:

Qualifications and Training:

- Previous experience in a management or supervisory role in a Law enforcement agency.
- PNC trained.
- relevant NVQ in customer service.

Experience:

- Proven track record and experience supervising a Police Call Centre, Crime Recording Centre or Control Room team.

Knowledge:

- Previous knowledge of the AVAYA call management system.
- Legislation on Data Protection, Freedom of Information, Security of Information, Government protective marking scheme.

H Additional Information

10x posts requires shift working and may require shift changes to maintain service levels.

3x posts will be core office hours between 0700-1900

The post is based at the FCC Birmingham and will focus on non-emergency, emergency call handling, crime recording, email and social media contacts.

Training of systems is provided and successful applicants will be expected to pass each module before being signed off.

12 Month probation period is required in this role due the amount of time invested in training for the role.

10x roles are shift-based roles which attracts a either a 10% or 20% shift allowance depending on the conditions the post is offered.

Ensure awareness and compliance of DSE, H&S, and Diversity and Equality practices within the hot desking environment.

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