

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Communications Officer	Current Grade:	A005
Department:	FCRB & FCRL	Area:	Force Headquarters
Reports To:	FCRB & FCRL Supervisor	No of Posts:	104
Level of vetting:	BV	Post Number:	HQ2755 & HQ2766

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To provide call handling and radio dispatch for the British Transport Police and manage the police response to incidents ensuring that public and officer safety is maintained at all times.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

Nil

Staff Responsibilities – Direct or Non-Direct

Nil

Any Other Statistical Data

Force Strength 3002 Police Officers and 1204 Police Staff

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D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Effectively and accurately manage telephone calls, evaluating the urgency of the incident and prioritising the police response where appropriate

Evaluate information and decide criteria of response and level of deployment that ensures public and officer safety at all times.

Identify from the details of incidents those categories defined as 'Critical incidents' and thereby ensure that the Incidents complies with Force Policy, ACPO guidelines and IPCC guidelines.

Manage crime scenes until such time resources can physically intervene at the said location.

Deal with victims of crime or vulnerable persons (who may be traumatised) providing support and reassurance until such time resources are on scene.

Using radio to dispatch police resources to incidents, taking control of the initial response to incidents and providing support to operational officers. Maintaining routine contact by radio with officers to ensure their safety.

Provide command and control functions in response to major incidents and special events.

Provide operational guidance to frontline officers.

Operate and interface between British Transport Police and other Home Department Forces. Assess the information received and decide on an appropriate response.

Carry out PNC checks and update the system when required.

To be fully conversant with a range of systems used within the control room environment i.e. NSPIS Command and Control, ICCS, PNC, GIS, Briefing and Intelligence systems.

Record details of crimes reported by members of the public and rail staff.

E. DECISION MAKING:

Make decisions

Significant say in decisions

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

All Operational Staff, Control Room Managers/Supervisors

External

Public, Home Office Police Forces, Emergency Services, Network Rail, Train Operating Companies, London Underground, National Press

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Will have a high standard of IT

Experience:

Ability to utilise different communication methods (e.g. Telephone, radio)

Skills:

Excellent communication skills

Ability to manage situations in a calm and assertive manner.

Knowledge:

Desired Criteria:

Qualifications and Training:

Communications Diploma, or willing to work towards

Experience:

Ideally will have previous experience in a Control Room, Call Centre or Customer Service environment.

Skills:

Knowledge:

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*



I. AUTHORISATION DETAILS

Prepared By: Ross Boulding

Date: 29 April 2007

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

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