

## Job Description

| <b>A Post Details</b>  |   |
|--|---|
| <b>Job Title:</b> Communications Officer   | Grade: <b>A005</b>  |
| <b>Department</b> Force Control Room Birmingham (FCRB) / Force Control Room London (FCRL)  | Division: <b>A</b>  |
| <b>Reports to:</b> FCRB / FCRL Supervisor  | Contract Type: <b>Permanent</b>   |
| <b>Level of Vetting:</b> <input type="text"/>  | Numbers in Post: <b>125</b><br>70 FCRL (London) based<br>55 FCRB (Birmingham) based |
| <b>B Purpose of the Post</b>   |   |
| <p>The Force Control room has a critical role in supporting the police to respond to calls for service. The role of communications officer is:</p> <ul style="list-style-type: none"> <li>• To provide emergency and non-emergency contact handling for the British Transport Police via radio and telephone, including contact from other police forces, emergency services, Network Rail and Train Operating Companies (TOCs).</li> <li>• Assess contacts that are received, via emergency and non-emergency channels and identify the appropriate grade of response (considering threat, harm and risk).</li> <li>• To pass incidents in a timely manner for radio dispatch and the relevant police actions via the Control Works system.</li> </ul>  |   |
| <b>C Dimensions of the Post</b>  |   |
| <p>Financial – Direct or Non-Direct<br/>Nil</p> <p>Staff Responsibilities – Direct or Non-Direct<br/>Nil</p> <p>Any Other Statistical Data<br/>Force Strength 3002 Police Officers and 1204 Police Staff</p>   |   |
| <b>D Principal Accountabilities</b>  |   |
| <ul style="list-style-type: none"> <li>• Effectively and accurately manage emergency telephone calls, evaluating the urgency of the incident and prioritising the police response where appropriate.</li> <li>• Obtain and evaluate information and decide criteria of response and level of deployment using THRIVE and NSIR, ensuring public and officer safety at all times.</li> <li>• Monitor incidents, advising, deploying and directing appropriate resources via radio to ensure an adequate and effective response to an incident.</li> <li>• Deal with victims of crime or vulnerable persons (who may be traumatised) providing support and reassurance until such time resources are on scene.</li> <li>• Using radio to dispatch police resources to incidents, taking control of the initial response to incidents and providing support to operational officers, ensuring information is accurately</li> </ul> |   |

updated onto the Force command and control system. Maintaining routine contact by radio with officers to ensure their safety and to provide information from Force computer systems and PNC to facilitate communications directives.

- Provide command and control functions in response to major incidents and special events.
- Provide operational guidance to frontline officers.
- Liaise with other agencies e.g. emergency services, Network Rail, stakeholders, as appropriate and carry out such enquiries as may be necessary to support operational resources.
- Operate contingency/emergency/resilience procedures as directed.
- To be fully conversant with a range of systems used within the control room environment i.e. Control Works, ICCS, PNC, GIS, Briefing and Intelligence systems.
- Record details of crimes reported by members of the public and rail staff.

## E Decision Making

- **Action to be taken:** Gather, verify, and assess information, considering THRIVE, to give an accurate understanding of incidents and decide on action to be taken/grade of response.
- **Grading/Deployment:** Consider a range of possible options before making clear, timely, justifiable decisions on grade of response.
- **Reviews decisions in the light of new information and changing circumstances (NDM).**
- **Prioritising incidents:** Balances risks, sometimes of competing incidents with limited resources, thinking about the wider impact of decisions prior to deciding on priority of response.

## F Contact with Others

### Internal

All BTP Staff (including officers/staff of all ranks and grade).

### External

Victims of crime, members of public, rail industry staff including TFL/London Underground, other emergency services, HO Police Force and National Press.

## G Essential Criteria

### Qualifications and Training:

- Grade A-C or GCSE level 4-9 in English and Maths or equivalent.

### Experience:

- Working as part of a team in a control room/contact centre environment.
- Experience of inputting, updating and maintaining computerised and manual filing/recording systems.

- Experience of producing accurate written information, demonstrating a high level of attention to detail.
- Experience of utilising various communications systems to accurately receive and convey information (eg telephone, radio, technology systems).

Skills:

- Possess excellent communication and interpersonal skills.
- Ability to multi-task and cope with competing demands.
- IT literate (i.e. Able to use and understand Microsoft products and/or bespoke computer systems).
- Able to deliver excellent typing skills - accuracy and speed essential.
- Ability to assimilate information quickly to make informed decisions and act accordingly in line with policy, practices and procedures.
- Ability to demonstrate good written, analytical and listening skills.

Knowledge:

- Understands the views and cultural differences of others and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times.

Desirable criteria:

**Qualifications and Training:**

- Communications Diploma, or willing to work towards
- Previous PNC training

**Experience:**

- Previous experience of working within a Police Call Centre, Crime Recording Centre or Control Room.

**Knowledge:**

- Knowledge of the railway industry

## H Additional Information

- Person needs to be flexible and able to adapt to change (shift changes).
- A training course will be provided and successful applicants will be expected to pass each module before being signed off.
- 12 Month probation period is required for this role due the amount of time invested in training course.
- This is a shift-based role (24/7 365 days of the year). Must have the ability to commute to work in unsociable hours when public transport may not be available.
- 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