BRITISH TRANSPORT POLICE

Job Description

A Post Details

Job Title: Force Control Room Development Officer	Grade: **A006**
Department Change and Development – Contact Management and Transactional Services	Division: **A**
Reports to: Contact Management Trainer	Contract Type: **Permanent**
Level of Vetting:	Numbers in Post: **10 – 5 x FCRL based, 5 x FCRB based**

B Purpose of the Post

To embed a culture of continuous improvement in the Force Control Room (FCR) by identifying and providing feedback when standards, performance and processes require improvement. This will be delivered through 1/2/1 tutoring, leading on training days inputs and assisting the Contact Management Trainers with the classroom training delivery.

To provide assurance the FCR is compliance with national data standards including the National Crime Recording Standards (NCRS) National Standards of Incident Recording (NSIR) through the undertaking of regular dip sampling of incidents, airwave transmissions and call recordings; identifying areas of good practice and non-compliance, and providing feedback to individuals and managers.

C Dimensions of the Post

Financial – Direct or Non-Direct

Nil

Staff Responsibilities – Direct or Non-Direct

Nil

Any Other Statistical Data

19/20 – 233,139 incidents

D Principal Accountabilities

- **Supporting line managers with development plans by providing 1/2/1 tutoring to measure and improve individual performance; providing regular feedback, able to answer questions and give feedback in a positive manner. Monitoring individual action plans and providing recommendations on an individual's suitability, evidencing with assessments, for permanent appointment.**

- **To conduct audits as part of a departmental audit plan to support the early identification of either individual or team performance issues, in support of wider Force audits, providing assurance in relation to data quality standards in relation to NSIR, incident closure and other areas of compliance impacted by the Force Control Room.**

- **Identifying and providing specific learning inputs for the FCR dedicated training days, working**

closely with managers to ensure all staff are captured and receive their learning.

- **Assisting the Contact Management Trainers in the delivery of classroom training content and supporting new staff to successfully complete the course and capturing key areas for continuous ongoing learning.**

- **To develop action plans where particular training and development needs are identified working closely with supervisors; provide recommendations on an individual's suitability for permanent appointment.**

- **Support the implementation of new processes across the department and embed, following identification of areas for improvement or lessons learned.**

- **To undertake at least one shift per month, on operational duties in the FCR, to ensure operational skills and system accesses are retained.**

E Decision Making

- **To assess FCR operators suitable for the role based on the assessment of their performance.**
- **To provide content for dedicated training days.**

F Contact with Others

Internal
All colleagues within Justice and Public Contact
Digital Policing team
Crime Audit team
Central L&D team

External
College of policing
Home Office Police training partners
Rail Partners

G Essential Criteria

Whilst the Development Officer needs to have a good understanding of the subject knowledge, the key to being successful in this role is dependent on the right personal skills being evidenced.

Qualifications and Training:

- **Minimum GCSE grade C or equivalent in English and Maths.**

Experience:
• **Significant experience working in a Police Contact Centre or Control Room environment, demonstrating high compliance with standards.**

Skills:
• Patience: the Development Officer must be able to go at tutee pace not rush through or get visibly impatient with a Tutee that is struggling. • Maturity: Development Officers need to display maturity and be a visible role model to their tutees and wider FCR. It is important to note that maturity has nothing to do with your age, and everything to do with how you carry yourself. • Excellent communication and problem-solving skills. • Self-motivated and organised, with the ability to work unsupervised.

Knowledge:
• **Will have an in-depth knowledge and understanding of the function and responsibilities of a Police Control Room.** • **Demonstrate a high standard of performance in all areas of Force Control Room activity.** • **Good understanding of data quality requirements, including knowledge of the National Crime Recording Standards and National Standards of Incident Recording.**

Desirable criteria:
• **Train the Trainer course completed or a willingness to complete as well as other recognised training qualification.**

H Additional Information

The post holder will be accountable for supporting the implementation and transfer of skills/ knowledge to ensure proficient Communications Officers in the FCR.

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

The post holder may be required to act as a Communications Officer if operationally critical and this will be by exception.

This post does not attract shift allowance and this allowance will only be applicable where deemed essential to provide additional support to staff.

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