

Combined Control Supervisor – Combined Control Room (CCR)

Department: Justice and Home Affairs

Division: Combined Control Room

Reports to: Combined Control Manager

JE Reference: JHA1046

Grade: 9

JE Date: 7/7/2021

Job purpose

To supervise the Combined Control Room staff, contact management and dispatch provision to provide an effective and efficient service delivery to the public, emergency services and their non-emergency and administrative functions. To coordinate and manage the multi-service response to incidents and ensure staff identify and manage risk appropriately, resolving matters appropriately. To oversee communication between the public, emergency services and external agencies.

Job specific outcomes

1. Responsible for the effective day to day supervision of the Combined Control Room ensuring appropriate staffing levels are maintained through effective roster and attendance management, recruitment of new resources, monitoring and supporting the welfare of staff following difficult or sensitive issues, whilst contributing to the ongoing professional development of colleagues and stability of the Combined Control Room.
2. Supervise the provision of a high-quality call handling and dispatch service that meets the needs of a diverse range of people contacting the Combined Control Room, maintaining the required standards of performance in line with service level agreements. Support the manager with performance management processes, ensuring officers meet job specific outcomes.
3. Ensuring correct prioritisation of each contact, making sure people are advised, served, connected or signposted to the most appropriate person, department, or agency.
4. Ensure Emergency Services deployment to incidents according to laid down procedures or as instructed by the relevant Emergency Service Commander, informing when required of escalation and progress of incidents.
5. Assume responsibility for monitoring and maintaining all radio transmissions between the Combined Control Room and responding resources and other deployable assets.
6. Assist with the training and induction of new Combined Control Room staff to introduce them to their roles and responsibilities as an Officer within a Combined Control Room. Assist with the training of existing Officers to allow them to be assessed against required standards of performance in line with service level agreements and performance management processes.

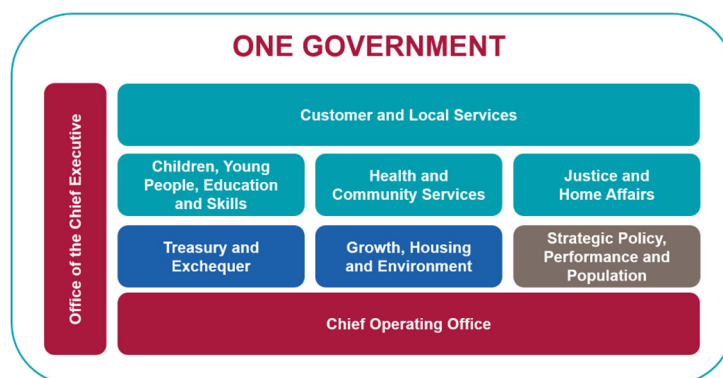
7. In line with service procedure, control and coordinate the deployment of Emergency Service assets and staff, using appropriate information, technology and communication, assisting in planning the best use of staff resources to meet commitments, both planned and unplanned. Control spontaneous incidents by supporting Combined Control Room Officers maintaining radio contact while resources are dispatched, taking into account the safety of Emergency Service personnel and the public, prioritising and evaluating demand. Always keep an accurate account of their operational status and ensure the Control Room Manager is provided with up to date information on current incidents.
8. Make decisions regarding the effective resolution of incidents and ensure all decisions are logged and documented. Ensure the safety of all Emergency Services personnel by monitoring communications, keeping an overview and taking appropriate action, in line with set performance guidelines and SLAs.
9. Responsible for ensuring all Combined Control Room Officers maintain accurate records of all messages received by way of 999 calls, internal/external telephone calls, radio calls, external mail, social media and email and provide an efficient advice and support service to all Emergency Services Personnel and Partner Agencies.
10. Support the Officers to manage all administrative and non-emergency functions required to ensure the safe and full operation of the Combined Control Room. Prioritising and evaluating demand accordingly.
11. Update colleagues and people in relation to interactions and services. Cleanse data by ensuring information is up to date, accurate and recorded as such.
12. Support the manager by providing agreed statistics on a monthly basis for performance and call handling.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to at least A Level standard (or equivalent) or equivalent level of work experience.</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of the roles, capabilities and limitations of public service bodies, support agencies and associated organisations.</p> <p>Have relevant knowledge of Control Room performance standards as defined within the Service Level Agreement.</p> <p>Data Protection, safe handling of data (including Caldicott Principles), Equality and Diversity and Human Rights matters.</p> <p>Proven experience in a busy customer service or call handling work environment, with frequent people contact, particularly on the telephone, including handling difficult callers and sensitive matters.</p> <p>Knowledge of risk assessing and managing critical incidents.</p> <p>Knowledge of Call Management operating procedures and graded response.</p> <p>Understanding of fall back plans, resolving technical and other faults.</p>	<p>Good understanding of investigative processes, triage and decision making models and evidence, policies, criminal law and powers.</p> <p>Knowledge of security measures and fire regulations specific to the workplace</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>A working knowledge of Microsoft or Windows based packages and can demonstrate the ability to learn and use a variety of computer systems.</p> <p>Fluent in English (speech, written and reading).</p> <p>Touch typing</p>	<p>Additional language</p>

<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent verbal reasoning skills with the ability to empathise and communicate effectively with customers/service users of all ages and from a range of diverse backgrounds including in challenging situations.</p> <p>The ability to listen and question effectively and deal with sensitive requests.</p> <p>Have tact and diplomacy when dealing with a range of parties e.g. media, politicians and VIPs.</p> <p>Excellent written communication skills and a good standard of numeracy, to produce clear, concise and accurate records or materials.</p> <p>Resilient, reliable and able to prioritise and respond in a pressured environment with the ability to remain calm, and accurate in a variety of changing situations.</p> <p>The ability to assess and analyse information, identify risk and vulnerability, problem solve and think logically to consider options for action using own initiative and professional judgement.</p> <p>Skilled in using specialised software related to own area of work to extract analyse and report on data. Able to identify cause and effect and develop a course of action designed to target root causes and mitigate risks.</p> <p>Able to develop and motivate a team and create a strong engagement of individuals with their personal and team objectives and with values, behaviours and strategic priorities.</p> <p>Able to review and assess individual and team performance against expected standards, providing objective and effective feedback and ensuring corrective actions are taken where necessary.</p> <p>Able to plan ahead, to allocate work appropriately within the team and to identify and mitigate risks to delivery.</p>	<p>Worked productively and led others in a 24/7 shift pattern and understands the impact of unsociable hours.</p>
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<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of working with/within a understanding and working knowledge of a Control Room function.</p> <p>Have worked within a customer service or public facing environment with experience of delivering high levels of customer service.</p> <p>Contact management systems and call handling experience.</p> <p>Complied with data protection, information sharing and confidentiality rules.</p> <p>Experience of training and/or mentoring colleagues.</p> <p>Experience of supervision and development of staff.</p> <p>Experience of working in a pressurised and reactive environment.</p>	<p>Experience of or have worked within a line management or supervisory role.</p> <p>Experience within a contact management role, or systems and call handling experience, or a fast paced environment</p> <p>Supported, mentored or trained less experienced staff</p> <p>Relevant experience in the area of Emergency Medical, Fire and Police Dispatch.</p>
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Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier five core accountabilities attributes and behaviour indicators.