

## **Combined Control Officer – Combined Control Room (CCR)**

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**Department: Justice and Home Affairs**

**Division: Combined Control Room**

**Reports to: Combined Control Supervisor**

**JE Reference: JHA1047**

**Grade: 7**

**JE Date: 7/7/2021**

### **Job purpose**

Deliver an effective and efficient contact management and dispatch service to all service users of the Combined Control Room, which promotes people's safety and meets service needs in respect of emergency, non-emergency and administrative demands.

### **Job specific outcomes**

1. Provide a high-quality service that meets the needs of a diverse range of service users contacting the Combined Control Room, maintaining the required standards of performance in line with service direction, Service Level Agreements (SLAs) and performance management processes in line with GoJ values.
2. Identifying the nature, priority and requirements of all emergency and non-emergency contact, ensuring people are advised, served, connected or signposted to the most appropriate person or place.
3. Make decisions regarding the effective resolution of incidents, ensuring the dispatch of the relevant service in line with agreed protocols and safely resolving matters at the earliest opportunity, following structured triage and investigation.
4. Maintain accurate records of all messages and contact across all channels e.g. emergency and non-emergency calls, internal / external calls, radio, online or any audible, visible and physical contact, thereby providing an effective and efficient advice and support service to all Emergency Services, other agencies and the public.
5. Direct operational resources using appropriate information, technology and communication, redeploying where necessary in line with service procedure, evaluating each incident in relation to ongoing commitments and demand.
6. Ensure the safety of all Emergency Services personnel by monitoring communications and multiple systems (e.g. alarms and CCTV), keeping an overview of emergency service staff status and taking appropriate action, at times in liaison with the emergency services' command structure.

7. Undertake all administrative and non-emergency functions commensurate with the role to ensure the safe and full operation of the Combined Control Room, in support of emergency services. Prioritising and evaluating demand accordingly, ensuring the appropriate resolution or disposal.

8. Update colleagues and people in relation to Combined Control Room interactions and services. Cleanse data by ensuring information is up to date, accurate and recorded as such.

9. Contribute to the professional development of colleagues and stability of the Combined Control Room.

### 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><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to at least GCSE standard or equivalent qualification or equivalent level of work experience.</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> 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>Data Protection, safe handling of data, Equality and Diversity and Human Rights matters.</p> <p>Security measures and fire regulations.</p>	<p>Basic understanding of investigative processes, triage and decision making models and evidence, policies, criminal law and powers</p>
<p><b>Technical / Work-based Skills</b> <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>Good awareness of social media platforms and evolving communication methods.</p>	<p>Additional languages</p> <p>High level of keyboard skills in order to record information accurately</p>
<p><b>General Skills/Attributes</b> <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 communication skills, with an ability to communicate with a diverse range of customers/service users equally, professionally and appropriately.</p> <p>Have tact and diplomacy when dealing with a range of parties e.g. media, politicians and VIPs.</p> <p>Ability to demonstrate a high degree of empathy with excellent customer focus.</p> <p>Proven ability to multi-task.</p> <p>Excellent written communication skills and can produce clear, concise and accurate records or materials.</p>	<p>Worked productively on a 24/7 shift pattern and understands the impact of unsociable hours.</p>

	<p>Can work unsupervised and use initiative to solve problems, take reasoned and responsible decisions that consider all relevant facts, and information, based on service specific standards, laws and policies.</p> <p>Can prioritise matters under pressure, take control and respond promptly and appropriately to changing situations.</p> <p>Work as part of a team, support other team members with their duties, enquiries and problem solving.</p> <p>Maintain confidentiality and manage expectations (of service users/colleagues/other departments).</p>	
<p><b>Experience</b> <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 delivering high levels of customer service (either public facing or phone/email/web based).</p> <p>Planning, organisational and administrative roles or experience.</p> <p>Experience of compliance with data protection, information sharing and confidentiality rules.</p> <p>Experience of interpreting and application of guidelines or law or policy or procedures, and made appropriate decisions.</p> <p>Experience of working within a team.</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>

### 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 States of Jersey tier five core accountabilities attributes and behaviour indicators