JOB SPECIFICATION

Grade: Command and Dispatch Controller

Department: The Royal Gibraltar Police

Responsible to: Commissioner of Police

JOB PROFILE

To provide a professional dispatch and incident resolution service on behalf of the Force, and dispatch the most appropriate resource first time, prioritising incidents and allocating resources based on risk and importance. Co-ordinate the initial response to, and the on-going management of incidents using a range of systems.

Key Accountabilities- (This section details the key responsibilities required for the role)

• Receive, critically assess and respond to incoming telephone calls from the public as a first point of contact, maintaining high levels of customer service, manage customer expectations and meet organisational customer service standards and take appropriate action.

• Identifies the purpose and nature of each contact by eliciting relevant and sufficient information to enable an accurate and timely assessment of appropriate means of resolution.

• Prioritises incidents, assesses risk and identifies the appropriate action to provide a resolution or determine the appropriate agency, deployment grading and priority of calls in order to direct officers and resources according to priorities.

• Manages and escalates immediate and high priority incidents effectively, dispatching resources and relays instructions to the ground command, and record progress of the incident to successful resolution to ensure the public is protected and the safety of police resources is maintained at all times.

• Liaises with other emergency services and external agencies to co-ordinate an appropriate response to incidents. Ability to apply the National Decision Model, JESIP principles and Pre-determined Plans when required.

• Manages customer expectations regarding the service that can be provided by giving advice and taking appropriate action.

• Contribute to the initial response to and subsequent co-ordination of the Force's continuing reaction to critical incidents (JESIP) and implement relevant Action Plans in response to incidents. Monitors interoperability arrangements and provides effective communication throughout to ensure incidents are resolved appropriately.

• Operates a range of communication systems including the police radio, computer and telephone to communicate with officers in the resolution of incidents and promote high levels of customer service. Uses Force Social Media to relay appropriate messages and to reassure the public in a timely manner.

• Maintains accurate records of relevant information using appropriate systems to ensure an audit trail and to measure and improve performance. Uses a variety of applications and systems

to maintain and update incident records, audit trails and resource availability to measure and improve performance.

• Justify and professionally account for actions and outcomes to ensure adherence to legal frameworks and key working principles, policies and guidance.

• This role involves an element of police counter duties.

Due to the transformational agenda the RGP is going through, it is likely that the responsibilities of this post will evolve over time. The duties of the post holder will be subject to regular/appraisal and any amendments will be made in consultation and agreement with the post holder.

This Job Description is a reflection of the post at the present time and is subject to alterations in detail and emphasis in the light of any future development in consultation with the post-holder.

Signature of Post-Holder……Date……

Signature of Head of Department ……..Date……..

PERSON SPECIFICATION – COMMAND AND DISPATCH CONTROLLER		
CRITERIA	**ESSENTIAL**	**DESIRABLE**
Qualifications:	Five GCSE (or GCE 'O' Level) passes at A, B, C grade, or GCSE grade 4 and above. Two of which must be in English Language and Mathematics or; A full GNVQ (Intermediate), BTEC (Intermediate) or (First Diploma) together with two GCSE (or GCE 'O' Level) passes at A, B, or C, or GCSE grade 4 and above in English Language and Mathematics or; OR: A pass on the Royal Gibraltar Police Entry Exam.	Relevant accredited qualifications at degree level or higher.
Experience:	Awareness of the GDPR. May hold typing/keyboard and/or IT qualifications. Experience in the use of telephone and radio equipment. Previous experience in a customer service environment. Experience in working in an environment dealing with challenging or vulnerable people. Previous experience of dealing with people, often in confrontational or delicate / distressing situations.	
Knowledge:	Maintain up-to-date knowledge and understanding of all applicable guidance relating to information, intelligence and call handling best practice. Maintain knowledge of applicable legislation and guidance on the handling of information and intelligence. Undertake all mandatory refresher training relating to information handling legislation. Maintain a working knowledge of new approaches to call handling, including dealing with difficult and harrowing situations.	

Key Skills and Behaviours:	Effective communication skills – to be able to adapt their communication style to the situation, able to listen to others and respond in a calm, empathic and reassuring manner. Able to produce concise reports or other documents. Good keyboard skills and able to use standard and Force IT packages, systems and/or databases to fulfil role requirements. Able to breakdown problems into component parts and determine appropriate action. Able to interpret and apply guidance to a specific activity. Work effectively in a team to achieve shared objectives, demonstrating an awareness of individual differences and providing support as required. Able to review own performance objectively and take steps to maintain and enhance competence and professional standards appropriate to the role. Able to appropriately prioritise and plan own work. Able to proactively develop effective working relationships with colleagues, partners and other stakeholders.	
Other requirements:	Be able to work shifts, cover a 24/7 response and/or available to work on occasions as required, after normal working hours. This role involves an element of police counter duties.	