Warwickshire POLICE

JOB PROFILE

POST TITLE:	**Supervisor – Resolution Centre**
GRADE:	**E**
DIRECTORATE:	Local Policing – Public Contact
RESPONSIBLE TO:	Manager – Resolution Centre
RESPONSIBLE FOR:	Telephone Investigators IMU Operators
LOCATION:	Stratford/ Warwick
JOB PURPOSE:	To supervise the performance of the Resolution Centre and ensure that a high quality service is delivered to members of the public, police officers and partner agencies.

MAIN RESPONSIBILITIES:	
1. To manage the investigation of criminal offences and ensure that National Standard of Incident Recording (NSIR) and National Crime Recording Standards (NCRS) are met and that qualitative measures are achieved and maintained though robust QA and audit processes.	
2. To oversee effective management of contact from members of the public (including quality of calls, creating incidents, crime records and other criminal investigations) through various channels of communications to determine the most appropriate level of response.	
3. To ensure the provision of appropriate support at the pre-charge stage for victims and witnesses, in line with the Code of Practice for Victims and the Witness Charter.	
4. To act as an initial point of contact for internal and external complaints.	
5. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
Special Conditions:	Shift working including weekends and nights Exposure to disturbing/unpleasant images or tasks Wearing of uniform
Security level:	Recruitment Level Vetting (RV)

PERSON SPECIFICATION
Knowledge: • 5 A-C grade GCSE's (or equivalent) including English Language • Level 3 Supervisory qualification, or equivalent (e.g. CMS) • Knowledge of National Standard of Incident Recording/National Crime Recording Standard/Home Office Counting Rules
Experience: • Experience of criminal investigation processes. • Substantial supervisory experience within a high pressure customer service environment. • Significant experience in supervising and motivating teams to achieve targets and meet standards. • Proven ability to mentor, tutor and coach staff.
Key Skills: • Proven ability to work to strict deadlines managing a high and diverse workload • Excellent oral and written communication skills • Competent in the use of IT including Microsoft packages or equivalent

BEHAVIOURS
All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF). The CVF has six competencies that are clustered into three groups: • **Resolute, compassionate and committed** • **Inclusive, enabling and visionary leadership** • **Intelligent, creative and informed policing** Under each competency are three levels that show what behaviours will look like in practice. This role requires the post holder to be operating at or working towards Level 2 of the CVF:

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SPECIAL CONDITIONS CHECKLIST: POLICE STAFF POSTS

Section 1: Allowances	Yes	No

Shift working	X	
Weekend working	X	
Unsocial hours	X	
Night working	X	
On Call		X

Section 2: Other conditions	**Yes**	**No**
Regular travel ACROSS Warwickshire policing area	X	
Politically Restricted post		X
Warranted powers		X
Uniform	X	

Section 3: Health and Safety Risk factors	**Yes**	**No**
Frequent Physical Effort required *(give brief details)*.		X
Exposure to disturbing/unpleasant images or tasks *(give brief details)*.	X	
Unpleasant Working Conditions *(give brief details)*.		X
Medical examination		X
Hearing test		X
Eye sight test		X
Night worker		X
Lone working		X

Section 4: Security Level	**Yes**	**No**
Counter Terrorist Check (CTC)		
Management Vetting (MV)		
Recruitment Level Vetting (RV)	X	

Section 5: Additional responsibilities	**Yes**	**No**
Fire Warden	X	

Section 6: Mandatory Training requirements *(please list)*
Induction
STORM
Athena incl QA and linking
NCALT packages
HOCR
PNC Athena
IMU training package