



Warwickshire  
**POLICE**



West Mercia  
**POLICE**

## JOB PROFILE

<b>POST TITLE:</b>	<b>Switchboard Operator</b>
<b>GRADE:</b>	<b>A</b>
<b>DIRECTORATE:</b>	Local Policing: Operations Support Operations & Communications Centre (OCC)
<b>RESPONSIBLE TO:</b>	OCC Supervisor
<b>LOCATION:</b>	TBC
<b>JOB PURPOSE:</b>	To provide a professional response to calls received in accordance with Charter Standards and Force Policy.

### MAIN RESPONSIBILITIES:

1. To provide a high quality telephone call handling service to the public and to the Force in accordance with performance targets.
2. Where suitable, to provide the first line resolution by giving information to callers from the FAQ (Frequently Asked Questions) database.
3. Work co-operatively with team members and colleagues, contributing positively and constructively to the achievement of team and organisational objectives.
4. To maintain and update (for example numbers and departmental changes) the Switchboard directory.
5. To monitor and Maintain the Force Voice Mail system to ensure messages are being taken.

<b>Special Conditions:</b>	<ul style="list-style-type: none"><li>• Required to wear a uniform</li><li>• Infrequent travel to other locations as required.</li><li>• Exposure to disturbing/unpleasant images or tasks</li></ul>
<b>Security level:</b>	Standard

### PERSON SPECIFICATION

#### Knowledge:

- A general education to GCSE standard (grades A – C) or equivalent.

#### Experience:

- Experience of using Windows based IT systems.
- Some experience of working in a customer services environment.

- Proven ability to maintain a professional service to customers when under pressure.

**Key Skills:**

- The ability to gather information using appropriate questioning techniques.

**PERSONAL QUALITIES LEVEL: PRACTITIONER**

**Serving the public**

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

**Openness to change**

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

**Service delivery**

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

**Professionalism**

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

**Decision making**

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies

professional judgement, ensuring actions and decisions are proportionate and in the public interest.

**Working with others**

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.