



Date: 17/10/2024
Our ref: 01/FOI/24/013314/A

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/013314/A

I write in connection with your request for information dated 23/09/2024, received by Greater Manchester Police (GMP) for the following information:

Can you please detail your Command & Control Structure, Role Profiles and the 'journey' of a call?

1. *Command & Control Structure*
Org chart, departments/teams & their responsibilities
2. *Role Profiles*
Job descriptions for each role within the C&C teams. Call Taker, Dispatcher, Force Incident Manager etc. Where a role profile can be applied to multiple jobs across teams, please detail where this is.
3. *Journey of the call*
Call receipt/web form/chat, grading & assessment onwards to where? Not all call go to dispatch, so what options are available to the call taker.

Please also include details of any frontline policing resources that are controlled exclusively by a specific role. For example, some forces have controllers for specialist resources such as Traffic or Dogs, and a local controller will need to go through the specialist controller to deploy those resources.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information and I can confirm the information requested is held

by GMP. However, I am not obliged to supply you with all of the information held as exemptions apply.

Section 17 of the Freedom of Information Act 2000 requires Greater Manchester Police, when refusing to provide such information (because this information is exempt) to provide you, the applicant, with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

*Some of the information you have requested in question 1 is exempt from disclosure by virtue of the following exemption: **Section 31(1)(a)(b) – Law Enforcement**. Where redactions occur on the attached branch structure chart, this is because the information is exempt.*

Section 31 is a qualified and prejudice-based exemption and as such, subject to a harm and public interest test.

S31(1) - Evidence of Harm

A Freedom of Information Act request is not a private transaction. Both the request itself and any information disclosed, are considered suitable for open publication. This is because under the Act, any information disclosed is released into the wider public domain, effectively to the world, not just to an individual.

Whilst not questioning the motives of the applicant, providing any further information relating to specific departments and functions within Greater Manchester Police would reveal our operational capability, which would be of intelligence value to criminals.

Disclosure of resources at the police's disposal, including resources within the Force Contact, Crime and Operations Branch (FCCO) will mean that those members of the public who are committing crimes and pose a risk to the public, would be able to formulate ways to circumvent or overwhelm the FCCO. If disclosed the tactics used by GMP will become less effective and will mean that the police are not able to detect and prevent crime, apprehend, or prosecute offenders or to administer justice for the wider community.

There is always a duty of care to the public and GMP has a clear responsibility to ensure the prevention or detection of crime, and the apprehension or prosecution of offenders is always delivered. There are several tactics available to GMP to ensure the effective delivery of operational law enforcement. In this case, specialist policing activity is required to undertake fair investigations where it may be necessary to progress a range of reasonable lines of enquiry.

As such, the disclosure of any further information which would hinder the forces law enforcement functions cannot be in the public interest.

Public Interest Test

Factors favouring disclosure for S31 - Where public funds are being spent, there is a public interest in accountability and justifying the use of public money. Disclosure of the requested information would enable the public to assess whether the force has appropriately taken steps to help reduce and detect crime by such means as answering emergency calls and despatching resources in a timely manner. Release would enhance public debate as to whether the force is appropriately and effectively engaging with the threat posed by criminals.

Factors against disclosure for S31 - Disclosure that reveals our operational capabilities would compromise law enforcement tactics. Criminals could use the information to target areas of perceived weakness knowing that their activities are less likely to be detected. It may be used by criminals who are intent on pursuing their criminal activity, to identify and exploit the limitations of these resources.

To release information relating to operational capacity and capability utilised for command and control would have a detrimental effect on our policing capabilities. Therefore, to mitigate any risks, disclosure of this information needs to be protected, to ensure that those with intent to do so cannot manipulate it or undermine its purpose in any way.

Any disclosure of information which would compromise law enforcement tactics and thus lead to more crime being committed by reducing the opportunity for the prevention and detection of crime, would therefore increase the risk to public safety, which is not in the public interest.

Balancing Test

Law enforcement is of paramount importance and GMP will not disclose information if to do so would undermine its purpose and place the safety of individuals at risk. Whilst there is a public interest in the transparency of using public money in policing appropriately and effectively engaging with the threat posed by criminals, there is a very strong public interest in safeguarding the integrity of police investigations and operations in this area.

As much as there is public interest in knowing that policing activity is appropriate and balanced in matters of law enforcement, this will only be overridden in exceptional circumstances. Any disclosure which hinders our capability and assists criminals cannot be in the public interest.

It is for these reasons that I have determined that the balance test favours non-disclosure of the requested information.

The rest of the information you have requested is not exempt and is provided below.

1. Please see the attached branch structure chart. Please note that the establishment totals of each role has been redacted as this information is exempt under S31, see above.
2. Please see the attached Job Descriptions.
3. Please see the attached Journey of an Incident document.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Call Handler
DEPARTMENT/DIVISION/BRANCH:	Force Contact Centre
SECTION/UNIT:	Contact Management
GRADE:	E
RESPONSIBLE TO:	Supervisor - Contact Management
RESPONSIBLE FOR:	N/A
AIM OF JOB:	To provide a professional, efficient and victim focused response to all contact received in the Force Contact Centre (FCC), which includes 999 Emergency and 101 Non-Emergency calls, digital contact and crime reports, intelligence, and general enquiries, providing a positive impression of Greater Manchester Police with an emphasis on 'getting it right first time'. To care for victims and help keep people safe at the initial point of contact, by giving them specific advice, empathy and direction in often time sensitive and critical circumstances. To conduct thorough risk assessments on every contact, quickly extracting and assessing information, and deciding on the correct response from GMP. Informing critical decision making including the deployment of police resources.

MAIN DUTIES AND RESPONSIBILITIES

- To provide a professional, victim focused response to all contact received in the Force Contact Centre, which includes 999 Emergency and 101 Non-Emergency calls, digital contact and crime reports, intelligence, and general enquiries for the purpose of preventing, reducing, and detecting crime.
- To elicit and evaluate information provided by our contacts, using a range of systems in a highly pressurised and reactive environment making resolution and deployment decisions and recommendations.

- To use professional contact management skills to effectively probe, build rapport, and control challenging contact. Eliciting information and providing reassurance where necessary.
- To care for victims at the initial point of contact, by giving them specific advice such as safety and crime prevention advice, empathy and if required to provide them with specific instructions to keep them and others safe in often time sensitive and critical circumstances.
- Apply and work within National Call Handling Standards (NCHS) for which you will be continually monitored and assessed in line NCHS requirements.
- Identifying the correct type of resource in accordance with the incident response policy, taking in to account the importance or urgency of response, including where a witness or other evidence may be lost.
- Where identified as suitable, schedule appointments and assign the appropriate resource. Providing all the information and intelligence relevant to the incident.
- Identify and record the essential information and use risk assessment tools and the National Decision Making (NDM) model, to evaluate the urgency of the incident based on the threat of harm, the risk of the harm occurring, the investigation opportunities, the vulnerability of the person(s) involved, and the engagement opportunities that exist.
- Using the information obtained, along with information from GMP systems and other partners, to prioritise incidents using incident response guidelines. Make decisions regarding the most appropriate course of action that is needed to resolve the incident, be that via dispatch for live deployment or slower time allocation and making an appointment.
- Ensure all information is recorded accurately and classified correctly in compliance with National requirements (for example: The National Crime Recording Standard, The National Standard for Incident Recording and The Management of Police Information), and the Victim code.
- Effectively navigate through a wide variety of IT systems ensuring all other relevant information is captured e.g. previous history and pass all information following Force policy and protocols to the correct function and/or individual.
- Advise customers where their enquiry/issue is not a police matter and if appropriate direct them to alternative and partner agencies. Managing the caller's expectations regarding the service that can be provided.
- To provide a high quality and timely service to the public who contact Greater Manchester Police.
- Provide support to other staff as appropriate and bring matters to the attention of the Supervisor as required.

General

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.

- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/SharePoint. Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Call Handler** has been identified as: **A Peer Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website
www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Call Handler
Force Contact Centre

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications/ Education</u> Has a good standard of education (e.g. GCSE or equivalent). IT literate including Microsoft Excel, Word and email software. <u>Experience</u> Experienced in a busy customer service environment where communication using the telephone is a substantial everyday part of the role. * Experience of operating a corporate live chat system. * Experience to include giving advice and resolving problems to a satisfactory conclusion. Deals comfortably with members of the public, drawing on own skills and experience. Works effectively as a team member and helps build relationships within it. Remains calm and thinks clearly in a crisis. Makes and carries through decisions in line with policy. Experience in a call centre environment including offering advice and support to customers. * Knowledge of National Crime Recording Standards. * To be trained to take reports of crime and directly input information to generate crime. *	E E D* D* E E E E E D* D* D*	AF/I AF/I AF/I AF/I AF/I AF/I/T AF/I/T AF/I AF/I AF/I AF/I

<u>Knowledge/Skills/Abilities</u> Good written and verbal communication skills, able to communicate effectively. Able to effectively communicate all instructions and decisions clearly. Actively listen to callers applying attention to detail. Ability to gather information from a range of sources to understand situations, making sure it is reliable and accurate. Able to work under pressure. Able to sustain resilience while keeping calm while working in a pressurised environment. Ability to demonstrate computer/technical skills. Keyboard skills and experience of using computer software systems to find information. * Knowledge of the Greater Manchester Police area. * Understanding of police systems and procedures. * Knowledge of criminal and civil law/police powers and responsibilities. * Knowledge of Greater Manchester Police Incident Response Policy. *	E E E E E E E D* D* D* D* D*	AF/I/T AF/I/T AF/I/T AF/I/T AF/I AF/I AF/I AF/I AF/I AF/I AF/I
<u>Other</u> Has achieved a good attendance record. (Shift workers only) Willing to work shifts on a 24-hour, 7-day rotating shift pattern. Willing to undertake training, particularly in new technology and procedures.	E E E	AF(E) AF/I AF/I

When in Post:

There will be a requirement to be flexible with regard to working locations and some travel within the force area will be expected as and when required.

To undertake crime recording training as per organisational requirements.

Proficient in the operation of all technology required to complete role efficiently.

Has attended the Diversity training course.

Employs telephone resolution techniques to maximum effect.

In dealing with customers demonstrates an understanding of issues relating to data protection, human rights and diversity

Ability to view records on Police National Computer.

Effectively uses knowledge management /information systems relating to the role.

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

Please note:

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Call Handling Manager
DEPARTMENT/DIVISION/BRANCH:	Operational Communications
SECTION/UNIT:	Operational Communications Room
GRADE:	H
RESPONSIBLE TO:	Operational Communications Room Manager
RESPONSIBLE FOR:	Call Handling Management
AIM OF JOB:	To ensure that the OCB provides a full and effective communications service for the Force

MAIN DUTIES AND RESPONSIBILITIES

OPERATIONAL DUTIES

- Oversee and provide guidance for staff behaviour and the maintenance of professional standards making use of the capability, disciplinary and grievance processes and other procedures within GMP as necessary
- Provide cover for Room Manager as required, working with Command and Control Inspector for continuance of Branch and Force aims and objectives
- Maintain links with other departments within the Branch and GMP to ensure effective and current citizen focused approach to call handling
- Oversee the auditing of telephone calls to ensure the call handler is using appropriate questioning techniques and tone of voice to initiate the investigation process and create an accurate record for radio dispatch
- Monitor individual performance of the Supervisory Team
- Provide specialist advice and knowledge on call handling to colleagues, partner agencies to support the achievement of organisational objectives.
- Attend court as required
- Be a point of contact for queries from other forces and partner agencies
- To provide rotational duty cover for the OCB as specified
- Take part in daily tasking meetings as required, providing information on Force call handling performance and future staffing levels so that the Branch is prepared to meet demand.

- Anticipate and respond to major incidents where call volume may increase (e.g. Gold or Silver control scenarios)
- To promote and comply with GMP's policies on equal opportunities and health and safety both in the delivery of service and the treatment of others

PEFORMANCE MANAGEMENT RESPONSIBILITIES

- Manage all call handling resources throughout the Operational Communications Branch ensuring that there is sufficient resourcing aligned with demand
- Be responsible for overall call handling resources for the Branch
- Provide information to the team on behalf of the Force and Branch giving regular updates on call handling performance using NIM principles
- Assist with recruitment and selection
- Oversee and ensure compliance with the Health and Safety policy
- Liaise with the Resource Management Unit to help with the planning and management of resources across the OCB
- Continually review and update processes to ensure an effective service provision is maintained
- Oversee the management of effective skills based routing in order to manage demand liaising with other departments, IMU, RMU, SDU as appropriate
- Assist to anticipate and respond to forecasted call demand using a wide range of analysed data and working closely with RMU /and SDU
- Proactively interrogate Contact Centre 6 as required to ensure Call Handling Supervision are effectively managing their teams
- Establish and maintaining links with Performance Review / 121 meetings as appropriate ensuring Branch objectives are driven and applied to day-to-day business.
- Maintain performance indicators as required by the OCB Command Team
- Participate in regular performance meetings with the OCB management (Room Managers)
- Monitor the quality of service provided to identify trends / patterns and highlight areas for improvement ensuring that best practice is identified and poor performance is addressed
- To proactively manage and assist with any 'Change' projects ensuring that staff and partners are informed and engaged in the process as necessary.
- Carry out activities on behalf of the Room Manager(s)
- Conduct operational risk assessments as necessary
- To deal with any administrative matters, including the preparation of daily management summaries

MANAGING STAFF

- Maintain and promote high personal standards of professional conduct and integrity
- Oversee and ensure compliance with the complaints procedure. Act upon the feedback if development is required to make this available either through mentoring or training.
- Ensure our processes are linked to public satisfaction feedback and are citizen focus driven
- Promote Equality, Diversity and Human Rights in all working practices
- Promote the importance and benefits of Quality Monitoring to achieve team and organisational objectives
- Monitor the accessibility and flow of telephone calls and other sources of crime reporting to ensure that general public are able to contact GMP with ease and in the most accessible way
- Ensure the correct recording of details from the public according to NCHS, NCRS and Graded Response policy.

DEALING WITH PEOPLE

- Conduct performance review / appraisal / 121 meetings and identify and support development needs as necessary
- Provide and display leadership at all times to all members of staff, being approachable and supportive as required
- Oversee attendance management and welfare issues, providing support to Call Handling Supervision where necessary
- Encourage and promote team working providing support at all levels
- Oversee and/or conduct risk assessments when required
- Manage and develop the performance of the team and individuals to NCHS
- Review all management information to provide meaningful feedback to members of the Supervisory Team about their performance on a regular basis and recorded via their appraisal
- Initiate and progress detailed action plans for performance based issues - assist Supervisory Team with support where required
- Facilitate regular 1-1 coaching and feedback meetings to maintain high standards encouraging a reward/recognition culture and process for good performance
- To facilitate and/or participate in training; particularly in new technology and procedures to enhance the business objectives

GENERAL

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations

- To fully participate in GMP's development review process
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
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- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

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LEADERSHIP EXPECTATIONS

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The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and appraisal.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The Call Handling Manager has been identified as: **A First Line Leader.**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website:

www.gmp-recruitment.co.uk

SPECIALIST KNOWLEDGE/SKILLS AND ABILITIES

Essential	Desirable
Experience of working in a call handling operation dealing with emergency calls/enquiries Appreciation of the Data Protection Act Practical Knowledge of the Home Office Counting rules for Recorded Crime and National Crime Recording Standards	Understanding of the Graded Response Policy* Understanding of the National Call Handling Standards*

TRAINING/EXPERIENCE REQUIRED

Essential	Desirable
Experience of supervision Experience of working with databases, including Lotus Notes and Microsoft Office Experience of working in a customer service environment Experience of carrying out performance and attendance management	Report writing skills Experience of recruitment and selection Experience of using computerised call monitoring systems e.g. Sension* Experience of working through critical incidents Management qualification or affiliation to an associated recognised body

OTHER REQUIREMENTS

Essential	Desirable
Has achieved a good attendance record Good hearing and precise speech Prepared to work a rotating shift pattern commensurate with operational requirements	

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
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GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Chief Inspector, Force Critical Incident Manager (FCIM)
DIVISION/DEPARTMENT:	Force Contact, Crime and Operations Branch (FCCO)
RESPONSIBLE TO:	Superintendent
RESPONSIBLE FOR:	The Management of critical and major incidents, strategic risk and demand across the force and supporting the Force Incident Managers.
AIM OF JOB:	Ensure appropriate management of Major and Critical Incidents including working with key partners. Provide a strategic view of risk, demand and resources across the Force.
TENURE OF POST:	Minimum of 2 years
HMIC CATEGORY:	Operational Support

MAIN DUTIES AND RESPONSIBILITIES

DEALING WITH PEOPLE

- Liaise with specialist force resources and District staff concerning the response to incidents.
- Liaise with the Force Incident Managers (FIMs), Duty Superintendents, Duty Assistant Chief Constable (Duty ACC), Specialist Operations Planning Unit, Force Operations Centre (FOC) and Districts.
- Liaise with partner agencies in relation to major incidents and critical incidents.
- Work as part of a team, supporting and assisting colleagues.
- Line management responsibility for the FIM & FOC staff.

OPERATIONAL DUTIES

- Be co-located with the FIM on a 24/7 shift pattern and when required cover the role of FIM as a result of any unforeseen absences. This will also be for the shortest time practicable and until other plans are put in place.

CRITICAL INCIDENTS

- Support the Duty Superintendent or Duty ACC with the management of the incident and set up any silver meetings on their direction.
- Support Districts to communicate critical incidents with partners.
- Responsible for working with the force operations centre to ensure the relevant District/Branch start the Community Impact Assessment.
- Where applicable, notify partner agencies
- Has awareness of critical incidents ongoing across the force.

MAJOR INCIDENTS

- In the event of a Major Incident being declared, Force Critical Incident Manager (FCIM) to liaise with duty Superintendent and support with organising a Tactical Co-ordination Group (TCG) or Strategic Co-ordination Group (SCG) and undertake appropriate actions in line with Major Incident Plan.
- FCIM to liaise with Duty Superintendent in relation to communication of partners and ensure with support from the FOC that relevant partners are made aware.
- FCIM to be aware of major incident plans, for example, Control of Major Accident Hazards (COMAH).
- Where necessary and in consultation with Duty Superintendent, FCIM to ensure Force Command Module is initiated at the appropriate level.

FIREARMS

- Be able to take on the role of the Initial Tactical Firearms Commander (ITFC) in the Force Control Room when the demand upon the FIM requires support.
- Take command and control of an initial firearms incident where it becomes protracted at a time it is operationally practicable to hand over, ensuring CADRE TFC are aware.
- To assess firearms risk assessment referrals and direct the appropriate action in line with Authorised Professional Practice (APP) Firearms and local Standard Operating Procedures (SOP).
- Support CADRE TFC numbers when necessary, as long as FCIM 24/7 is not compromised.
- Perform the FCIM role as explained in detail in the Operation PLATO plan.
- Where the Strategic Firearms Commander (SFC) deems it appropriate take on the role of the TFC for Protected persons (VIPs) and CAT (Category) A High Risk Escorts.
- To attend initial Gold meetings for firearms or otherwise so dangerous individuals to provide early guidance in relations to firearms authorities, ensuring CADRE TFC are aware.
- Where there is a collapsing time frame based upon Article 2 pressures and there is a necessity to deploy armed assets on a planned operation as soon as it is practicable, the FCIM should remain as the TFC but seek advice from the Cadre TFC when in a position to do so in order to obtain any necessary advice or support.

RISK, DEMAND AND RESOURCES

- Take a strategic view of demand and risk across the Force, including an assessment of the impact of simultaneous critical incidents or other drivers of exceptional demand and risk. Supported by the Force Operations Centre, have an understanding of resourcing across the Force.
- Brief Force Gold and/or Night Duty Superintendent on exceptional risk and demand across the Force. Present options to address exceptional risk and demand. In the absence of Force Gold and/or Night Duty Superintendent, and under delegated authority, take decisions to mobilise, deploy and move resources around the Force to address exceptional risk and/or demand.

- Act as the principal contact for other Forces / National Police Co-ordination Centre (NpoCC) in the event of spontaneous requests for resources from other Forces and for GMP requests of those Forces / NpoCC.

PUBLIC ORDER

- In the event of a spontaneous public order incident to assume the role of silver commander.

GENERAL

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
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NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Officers' applications for this post will only be considered if they have provided a DNA sample for the elimination database.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

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PERSON SPECIFICATION
Chief Inspector, Force Critical Incident Manager (FCIM)
FCCO

SPECIALIST KNOWLEDGE / SKILLS AND ABILITIES

ESSENTIAL	DESIRABLE
Can make quick decisions in a time pressured environment using the National Decision-Making Model (NDM). Experience of commanding critical / major incidents. Experience of using working with partners at incidents with the use of Joint Emergency Services Interoperability Principles (JESIP). Experience of commanding complex operations. Experience of the operational delivery of major incidents or other contingency plans. Knowledge of force strategic priorities. Experience of managing staff.	

TRAINING /EXPERIENCE REQUIRED

ESSENTIAL	DESIRABLE
Attend and pass the initial Tactical Firearms Commanders Course. Attend and pass the Tactical Firearms Commanders course. Attend and pass the public order silver Course. Must be up to date with all the mandatory CPD and CoP courses.	Initial tactical firearms commander. Tactical firearms commander. Silver public order commander.

Note: Condition of appointment is dependent on becoming an operationally and occupationally competent TFC and Silver public order commander.	
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OTHER REQUIREMENTS

ESSENTIAL	DESIRABLE
Has achieved a good attendance record. This is a designated post under the Force Vetting Strategy and the post will therefore attract an enhanced level of vetting.	

Please note:

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
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- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Chief Inspector Operations OCB
DIVISION/DEPARTMENT:	Operational Communications Branch
RESPONSIBLE TO:	Superintendent, Command & Control
RESPONSIBLE FOR:	Force Operations Centre
AIM OF JOB:	Ensure the efficient running of the Force Operations Centre (FOC). This includes working alongside the Force Duty Officer (FDO) and Force Critical Incident Manager (FCIM) and managing resilience issues.
TENURE OF POST:	Minimum of 1 year
HMIC CATEGORY:	Operational Support

MAIN DUTIES AND RESPONSIBILITIES

LEADING PEOPLE

- Ensure the welfare and efficiency of police and police staff through encouragement and by offering guidance and advice where appropriate.
- Line management of the FOC Inspector and supporting them to develop the force operations Centre team.
- Line management responsibility for the Assistant Force Duty Officers (AFDOs).
- Work alongside FDOS and FCIMS to support with any resilience issues.
- Ensure compliance of staff with the Home Office counting rules for Recorded Crime, the National Crime Recording Standard and minimum investigative requirements.
- To be an advocate of compassionate and supportive leadership, championing the Code of Ethics and welfare & wellbeing, and fostering a positive and supportive working environment.
- To use leadership and influencing skills to challenge existing mind-sets and behaviours.
- Lead, implement and establish regular 121s and group meetings, driving efficiency and optimising team and individual performance.
- To work with other SLT members to create a wellbeing strategy, fostering a positive working environment, where wellbeing is placed at the heart of what we do.
- Oversee, monitor and maintain officer's performance by ensuring timely completion of achievement and development reviews, appraising the skills and abilities of staff and ensuring appropriate training and development in order to maximise their effectiveness.

- To take a proactive approach to attendance management, focusing on early interventions and support to enable officers to remain in work wherever possible.
- To exhibit personality, and lead the team, to have a proactive approach to continuous service improvement.

ADMINISTRATION

- Keep up to date with policy documents, trends, legal matters, current affairs etc.
- Ensure that staff are aware of Force and Divisional policy and that it is strictly complied with.
- Reply to letters, queries and complaints from other agencies and the public.
- Complete strategical papers as and when required for the force operations Centre and any concerns re resilience of the FCIM, FDO and AFDO roles.

DEALING WITH PEOPLE

- Attend meetings both within and outside GMP.
- Consult with other departments within GMP regarding operational resources etc.
- Represent Branch Command at meetings and presentations as required.
- Ensure that any planned staffing moves or changes take into account current and forecast demand.
- Ensure FCIMs, FDOs and AFDOs are in date with mandatory training and any required sign off processes.
- Line management responsibility for information management unit, which will form part of the force operations centre.

OPERATIONAL DUTIES

- To supply resilience for the FDO and FCIM where appropriate.
- To complete relevant courses to support FDO and FCIM resilience as and when required.
- Put in processes to test the critical incident, major incident, airwaves and PLATO plans.
- To have an overview and understanding to critical demand, incidents and resources.
- To take necessary steps to ensure staff are fully trained, understand and apply relevant Force processes and procedures in relation to the collection, recording, evaluation and/or shared of information in compliance with the Guidance on the management of Police Information (MOPI) 2010, Data Protection Act 1998, and the Freedom of Information Act 2000 as appropriate.

POLICY/PLANNING

- To devise Branch policies and practices in conjunction with the Business leads for the branch.
- Ensure the branch is meeting all the requirements of the people strategy.

GENERAL

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.

- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

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LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Chief Inspector, Operations OCB** has been identified as: **A Senior Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Chief Inspector, Operations OCB
Operational Communications Branch

SPECIALIST SKILLS/ ABILITIES AND KNOWLEDGE

ESSENTIAL	DESIRABLE
Knowledge of force policies and procedures, particularly Pursuit Management Policy and Incident Response Policy. Knowledge of the National Decision Model (NDM) and Joint Decision Model (JDM), Joint Emergency Services Inter-operability Protocol (JESIP). Knowledge of Human Rights Legislation. Knowledge of national issues which impact on role such as Op PLATO. Practical knowledge of the Home Office Counting Rules for Recorded Crime and the National Crime Recording Standard. Can make quick decisions in a time pressured environment. Experience of working with partners at incidents and the use of JESIP principles. Experience of dealing with critical incidents.	Experience of dealing with firearms incidents.

TRAINING /EXPERIENCE REQUIRED

ESSENTIAL	DESIRABLE
	Initial Tactical Firearms Commander's course.* Tactical Firearms Commander's Course. Public Order Silver Course.

OTHER REQUIREMENTS

ESSENTIAL	DESIRABLE
Has achieved a good attendance record.	

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
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GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Constable – Force Operations Centre (FOC)
DIVISION/DEPARTMENT:	Force Contact Centre
RESPONSIBLE TO:	Sergeant – Force Operations Centre
RESPONSIBLE FOR:	N/A
AIM OF JOB:	To support the delivery of the Force Operations Centre (FOC) objectives: • Has an Organisational View of Risk, Demand and Resources; • Supports the Co-ordination and Initial Response to the Management of Major and Critical Incidents; and • Leads the Organisational Response Manage Risk and Demand.
TENURE OF POST:	Minimum 1 Year
HMIC CATEGORY:	Operational Support

PLEASE NOTE THAT ANY REQUIRED TRAINING WILL BE PROVIDED

ADMINISTRATION

- Raise real and emerging threats to supervision / colleagues.
- Provide support as required to the Force command/ Force Duty Officer (FDO) / Force Critical Incident Manager (FCIM).
- Identify real, potential, or emerging Force policing problems - threat, risk or harm and action with FDO/ FCIM/ Force command or FOC Inspector as appropriate.
- Use Duty Management System (DMS) / SharePoint to attain resource data for Daily Management Meeting or incidents / events as required and support the deployment of resourcing requirements.
- Ensure the maintenance of a Force resourcing list and keep current and accurate in order to share with relevant parties as and when required.
- Assist in the administration of the Daily Management Meeting and other key meetings when required.
- Scan relevant systems for Force issues and identified Force priorities, which may have an effect on the policing of GMP.
- Be able to attain reports and interrogate Force Databases / Systems. E.g. Cognos / Controlworks / Policeworks.
- Support Command teams, FCIM / FDO/ Duty Superintendent with the immediate response to Critical or Major incidents.
- Utilise CLIO as needed for events and incidents.
- Assist with Resilience Direct as required.
- Perform the role of loggist if required and facilitate Silver or Gold meetings outside of office hours.
- Perform crime, incident, and intelligence analysis to support delivery of the tasking and coordination process and to ensure appropriate resources are allocated.

- Administer the intelligence function of the FOC in line with the National Intelligence Model (NIM)
- Provide research products and as required or instructed by the FDO/ FCIM or command team.
- Monitor major news channels and social media for incidents, events or crimes which may be important or critical to GMP.

DEALING WITH PEOPLE

- Attend and contribute regular FOC team meetings.
- Promote the services and profile of the FOC.
- Liaise with Force Contact Centre supervision concerning demand and resource allocation and provide support for the Force.
- Liaise with our partners internally and externally, sharing information and working together to manage demand and resource incidents appropriately.
- Provide a link and communicate with other Forces control rooms and key external partners such as the National Interagency Liaison Officer (NILO), Greater Manchester Fire Rescue Service (GMFRS) and North West Ambulance Service (NWS).

OPERATIONAL DUTIES

- Support districts managing High Risk Missing investigations using the AtHoc alert system, sensitive phone work and social media checks.
- Update and circulate the Force Daily Summary / other products from the FOC email account and ensure accuracy of content.
- To review and collate information in preparation for the DMM / Pacesetter meetings.
- Identify and escalate critical intelligence issues requiring immediate action.
- Complete the role of public order or firearms support to the FDO/ FCIM/ Force Commanders.
- Complete tasks such as loggist and support for setting up command protocols, if trained.
- Provide intelligence support for FCIMs/ FDO/ command team as required and have a sound working relationship with Force Intelligence Bureau (FIB).
- Scan the horizon using Social Media Platforms, map and predict demand and emerging threats.
- Work in conjunction with the Comms Liaison Unit out of hours to support CyComm's applications to assist with identifying vulnerable individuals who may be at risk of harm.
- Administer the intelligence function of the FOC in line with the national intelligence model (NIM) and work with the Force Intelligence Bureau (FIB) to ensure adequate process for the progression of intelligence and harm opportunity threat (HOT) intelligence.
- Provide intelligence and information as required or instructed by the FDO/ FCIM or command team.
- Provide specialist search and understanding of GMP systems such as iOPS/ DMS etc.
- Provide out of hours access to PNC, PND, ANPR, NBTC and financial records (FIG).
- Provide support to telecommunication enquiries and DMI out of hours.

OTHER RESOURCES

- Ensure that any faults/problems with any of the FOC equipment are actioned by the appropriate person or department.

POLICY/PLANNING

- Assist with policy / planning to develop / establish criteria in relation to SLA and processes to develop the FOC.

GENERAL

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.

- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.

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SPECIALIST SKILLS/ ABILITIES AND KNOWLEDGE

ESSENTIAL	DESIRABLE
Knowledge of the National Intelligence Model (NIM) and the Management of Police Information 2005 (MOPI). Uses legal knowledge to good operational effect. Effectively applies a wide range of Force operational procedures. Understands policing within the wider context of social issues. The ability to foster good working relationships with other agencies and individuals. Practical knowledge of National Crime Recording Standards (NCRS) and Home Office Counting Rules (HOCR). Sound working and operational knowledge of Police Systems e.g. Policeworks Practical knowledge around the identification and appropriate response to threat, risk, vulnerability, and harm. Sound knowledge and use of the National Decision Model (NDM).	Knowledge of RIPA legislation, Human Rights Act 1998 and POCA 2002. Working knowledge of public order command protocols and previous public order experience. Knowledge of responses to critical and major incidents, to include Critical Incident Assessments. Knowledge of M/ETHANE Knowledge of mobilisation of police resources (including Op Response) and the National Police Mobilisation Centre (NPoCC). Knowledge of intelligence management and Firearms intelligence. Operational knowledge of JESIP and joint decision model. Working knowledge of Analytical Systems such as Cognos and other business intelligence tools to provide analytical data.

TRAINING /EXPERIENCE REQUIRED

ESSENTIAL	DESIRABLE
An ability to communicate effectively at a number of levels, including senior leadership. An ability to effectively interpret data. An ability and willingness to learn and use a number of different police computer systems. Experience of working with minimal supervision, organising and prioritising own workload. Experience in software applications such as Microsoft Word, PowerPoint and Excel.	Experience in delivering briefings and conducting debriefing of staff. The ability to interrogate intelligence and information systems such as FIS, PINS, COPU, Automatic Number Plate Recognition (ANPR) and other police systems or a commitment to be trained.* Officer Safety Training. Experience in the operating and interrogation of DMS. Intelligence training. Experience in software applications such as iOPS Cognos. iOPS Dashboard and SharePoint. Experience and working knowledge of the Police National Database (PND). Experience and working knowledge of the Police National Computer (PNC). Working knowledge of CLIO/ Resilience Direct or a commitment to be trained.*

OTHER REQUIREMENTS

ESSENTIAL	DESIRABLE
Has achieved a good attendance record.	

Please note:

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GREATER MANCHESTER POLICE **JOB DESCRIPTION**

POST TITLE:	Constable Dispatcher, Team 3
DIVISION/DEPARTMENT:	Force Contact, Crime & Operations (FCCO) Branch
RESPONSIBLE TO:	Dispatch Supervisor/Sergeant
RESPONSIBLE FOR:	N/A
AIM OF JOB:	To work as part of a team to deploy officers to incidents, monitor and manage the radio and provide ongoing backup and support to officers to ensure that they have all the relevant information when attending an incident. Monitor and update all systems associated with Dispatch. To work as part of a Specialist Team to provide effective Dispatch of Force Resources. To monitor Overt and Covert technologies and coordinate the police response to activations as outlined in the relevant Operational orders or Force guidance. To provide an effective support function, monitoring the Force email accounts and GMP/National systems, broadcast system and prioritising tasks appropriately. To provide an accurate and effective update function on Police National Computer (PNC) on behalf of the Force.
TENURE OF POST:	Minimum of 2 years
HMIC CATEGORY:	Operational

MAIN DUTIES AND RESPONSIBILITIES

To provide effective Dispatch of Force Resources

- Match available resources to incidents, directing and deploying operational officers.
- Ensure incidents are allocated within branch target times.
- Be aware of operational resources currently available and keep current with any changes in the resources available for deployment.
- Monitor all new incidents received for the attention of the divisions and deploy in accordance with the Incident Response and Deployment of Cross Boarder Policies.
- Effectively deploy resources to incidents requiring police attendance and provide resources with information / intelligence relevant to these incidents.
- To provide effective management of Police pursuits in line with the policy applicable at the time.
- Monitor Automatic Number Plate Recognition (ANPR) systems and comply with National and GMP requirements in relation to recording of actions taken.
- Monitor Overt and Covert Tracking technologies and coordinate the appropriate response as outlined in the relevant Operational plan.
- Manage public order, pursuit and firearm incidents in line with current policies and procedures.
- Carry out incident background checks using PNC, Other National Information databases, and other GMP resources and inform operational officers of the findings.

Facilitating effective communication on behalf of the Force via airwave

- Ensure incidents are managed in accordance with National Standards for Incident Recording (NSIR), National Crime Recording Standards (NCRS) and relevant force policies in order to ensure National Standards are achieved and force policies complied with.
- Monitor appropriate Force and inter-Force/agency radio channels and comply with appropriate resilience testing as necessary.
- Report equipment faults appropriately.
- Monitor the radio channel.
- Accurately record on GMP systems all relevant information passed by the public and police resources.
- Maintain, update and finalise incident logs according to National Crime Recording Standards.
- Monitor the welfare of all officers by responding to radio transmissions and carrying out periodic checks on officers despatched to incidents.
- Respond to Airwave emergency activations.

Support/Update Functions

- Monitor the Force email account (IMU) and force systems, taking appropriate action and prioritise demand appropriately.
- Update the PNC in compliance with National Guidance.
- Operate the PNC broadcast function as directed and in line with National and GMP requirements.
- Conduct advanced searches on systems such as PNC, ANPR and tracking technologies to support investigations and in line with current guidelines (GMP or National).
- To support the Force Duty Officer (FDO) as directed by Force Duty Supervisor (FDS).
- Access other resources, specialist units or the emergency services to help operational officers.
- Manage public order, pursuit and firearm incidents in line with current policies and procedures.
- Act as liaison between GMP and the Mental Health Tactical Advice Service (CRT).
- Act in accordance with the Data Protection and Computer Misuse Act and Police National Computer requirements.

Provide a high level of customer service

- Carry out incident background checks using PNC and other GMP resources and inform operational officers of the findings and any bail terms etc.
- Make telephone calls to external agencies where appropriate e.g. local councils.
- Provide support facilities dealing with low-risk checks and enquiries.
- Manage public expectations through contacting aggrieved parties to inform of delays or to get further information (in line with the current GRP service level agreement).
- Access other resources, specialist units or the emergency services to help operational officers.

Database searching duties

- Operate PNC (as required) including:
 - accessing PNC records, where authorised and updating GMP systems;
 - Operating broadcast systems as directed and maintaining records; and
 - Carry out National Mobile Property Register (NMPR) checks for patrols.

Other communication duties

- To answer incoming internal telephone calls.
- To provide information on incident status to authorised staff.
- To operate contingency / resilience procedures as directed.

General duties

- To undertake training particularly in new technology and procedures.
- To rotate, when trained, through different task areas to ensure a high level of skill is maintained.
- To work as part of a team to provide a high level of customer service to all staff and the public.
- Keep skills and knowledge up-to-date of force priorities, local issues and intelligence.
- Comply with the National Crime Recording Standard and minimum investigative requirements.
- To support Team 1 Dispatch, Force Dispatch and Silver Command Module where required.
- Have a working knowledge of the PLATO, critical incident and GMP major incident plans and escalate to supervision when necessary
- To undertake training to keep skills and knowledge up to date.

Other

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
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- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors

and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.

- All other duties commensurate with the rank of Constable.

NOTES

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PERSON SPECIFICATION
Constable Dispatcher, Team 3
FCCO

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications / Education</u>		
IT literature including Microsoft Excel, Word and email software.	E	AF
<u>Knowledge, Skills and Abilities</u>		
Knowledge of Data Protection Act.	E	AF/I
Able to remain calm and focused under pressure. Good written and verbal communication skills, able to communicate effectively.	E	AF/I
Able to effectively communicate all instructions and decisions clearly.	E	AF/I
Ability to gather information from a range of sources to understand situations, making sure it is accurate and reliable.	E	AF/I
Able to work under pressure.	E	AF/I
Able to sustain resilience while keeping calm while working in a pressurised environment.	E	AF/I
Understanding of police systems and processes.	E	AF
Knowledge of criminal and civil law / police powers and responsibilities.	E	AF
Knowledge of Greater Manchester Police Incident Response Policy.	E	AF
Knowledge and experience of systems used in an Operational Communications Room (OCR).	E	AF

<u>Training/Experience</u> Experience in a busy customer service environment. Experience of gathering information in an accurate and reliable manner and record onto computerised systems. Experience of working as part of a team to achieve performance targets. Experience to include giving advice and resolving problems to a satisfactory conclusion. Deals comfortably with members of the public, drawing on own skills and experience. Works effectively as a team member and helps build relationships within it. Remains calm and thinks clearly in a crisis. Makes and carries through decisions in line with policy. Practical knowledge of the Home Office Counting Rules for Recorded Crime and the National Crime Recording Standard. * Experience in the use of GMP & National intelligence, monitoring, and updating systems such including, ANPR, PNC, Shark. Experience of working in gold and silver command situations. * Experience in an emergency operational environment. * Trained in pursuit management. *	E E E E E E E E D* E D* D* D*	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF AF AF
<u>Other</u> Has achieved a good attendance record. Prepared to work shifts on a 24-hour, 7-day rotating shift pattern.	E E	AF(E) AF/I

Key

AF(E)	Eligibility (this will be checked at shortlisting by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

Please note:

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GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Constable Dispatcher
DIVISION/DEPARTMENT:	Force Contact, Crime and Operations (FCCO) Branch
RESPONSIBLE TO:	Dispatch Supervisor/Sergeant
RESPONSIBLE FOR:	N/A
AIM OF JOB:	To work as part of a team to deploy officers to incidents, manage the incident queue, monitor and manage the radio and provide ongoing backup and support to officers to ensure that they have all the relevant information when attending an incident. Monitor and update all systems associated with Dispatch.
TENURE OF POST:	Minimum of 2 years
HMIC CATEGORY	Operational

MAIN DUTIES AND RESPONSIBILITIES

- Match available resources to incidents, directing and deploying operational officers
 - Ensure incidents are allocated within branch target times.
 - Help FCCO Supervision manage the Incident Queue notifying them of any incidents that cannot be resourced in line with the incident response policy.
 - Be aware of operational resources currently available and keep current with any changes in the resources available for deployment.
 - Monitor all new incidents received for the attention of the Districts and deploy in accordance to the Incident Response and Deployment of Cross Boarder Policies.
 - Effectively deploy resources to incidents requiring police attendance and provide resources with information / intelligence relevant to these incidents.
 - Ensure public, officer and staff safety at all times.
- Facilitating effective communication on behalf of the Force via airwave
 - To ensure incidents are managed in accordance with National Standard for Incident Recording (NSIR), National Crime Recording Standards (NCRS) and relevant force policies in order to ensure National Standards are achieved and force policies complied with.
 - Report equipment faults appropriately.
 - Monitor the radio channel.

- Accurately record on police systems all relevant information passed by the public and police resources.
 - Maintain, update and finalise incident logs according to National Crime Recording Standards.
 - Monitor the welfare of all officers by responding to radio transmissions and carrying out periodic checks on officers despatched to incidents.
 - Respond to Airwave emergency activations.
- Provide a high level of customer service.
 - Carry out incident background checks using Police National Computer (PNC) and other GMP resources and inform operational officers of the findings for example bail conditions.
 - Make telephone calls to external agencies where appropriate e.g. Local councils.
 - Provide support facilities dealing with low-risk checks and enquiries.
 - Manage public expectations through contacting aggrieved parties to inform of delays or to get further information (in line with the current policies).
 - Access other resources, specialist units or the emergency services to help operational officers.
 - Manage public order, pursuit and firearm incidents in line with current policies and procedures.
 - Attend court when required.
 - Responsible for daily self-briefing on all appropriate intelligence systems and attend any scheduled briefings.
- Database searching duties
 - Operate PNC (as required) including:
 - accessing PNC records, where authorised.
 - updating PNC / GMP systems.
 - Operating broadcast systems as directed and maintaining records.
 - Carry out Automatic Number Plate Recognition (ANPR) checks for patrols.
 - Monitor and act upon other intelligence systems such as ANPR and Tracking systems.
 - Check other sources of information accessed through GMP systems.
 - Act in accordance with the Data Protection and Police National Computer requirements.
- Other communication duties
 - To answer incoming internal telephone calls.
 - To provide information on incident status to authorised staff.
 - To operate contingency / resilience procedures as directed.
 - Have a working knowledge of the PLATO, critical incident and GMP major incident plans and escalate to supervision when necessary.
- General duties
 - To undertake training particularly in new technology and procedures.
 - To rotate, when trained, through different task areas to ensure a high level of skill is maintained.
 - To work as part of a team to provide a high level of customer service to all staff and the public.
 - Keep skills and knowledge up-to-date of force priorities, local issues and intelligence.
 - comply with the National Crime Recording Standard and minimum investigative requirements.
 - To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
 - Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
 - To fully participate in GMP's development review process.
 - If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.

- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- All other duties commensurate with the rank of Constable.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Officers' applications for this post will only be considered if they have provided a DNA sample for the elimination database.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/ SharePoint. Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

PERSON SPECIFICATION
Constable Dispatcher
FCCO

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Knowledge, Skills and Abilities</u>		
Knowledge of Data Protection Act.	E	AF/I
Able to remain calm and focused under pressure.	E	AF/I
Competent keyboard skills and experience of using computer systems including Microsoft packages and the Internet.	E	AF
Good written and verbal communication skills, able to communicate effectively.	E	AF/I
Able to effectively communicate all instructions and decisions clearly.	E	AF/I
Ability to gather information from a range of sources to understand situations, making sure it is accurate and reliable.	E	AF/I
Able to work under pressure.	E	AF/I
Able to sustain resilience while keeping calm while working in a pressurised environment.	E	AF/I
Practical knowledge of the Home Office Counting Rules for Recorded Crime and the National Crime Recording Standard.	E	AF
<u>Training/Experience</u>		
Experience in a busy customer service environment.	E	AF/I
Experience of gathering information in an accurate and reliable manner and record onto computerised systems.	E	AF/I
Experience of working as part of a team to achieve performance targets.	E	AF/I
Experience to giving advice and resolving problems to a satisfactory conclusion.	E	AF/I

Deals comfortably with members of the public, drawing on own skills and experience.	E	AF/I
Works effectively as a team member and helps build relationships within it.	E	AF/I
Remains calm and thinks clearly in a crisis.	E	AF/I
Makes and carries through decisions in line with policy.	E	AF/I
<u>Other</u>		
Has achieved a good attendance record.	E	AF (E)
Prepared to work shifts on a 24-hour, 7 day rotating shift pattern.	E	AF/I

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

Please note:

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Customer Enquiry Officer
DEPARTMENT/DIVISION/BRANCH:	Force Contact, Crime & Operations Branch (FCCO)
SECTION/UNIT:	Contact Management Unit
GRADE:	C
RESPONSIBLE TO:	Supervisor - Contact Management
RESPONSIBLE FOR:	N/A
AIM OF JOB:	To provide an effective, efficient and customer focused service to callers via non-emergency service.

MAIN DUTIES AND RESPONSIBILITIES

- Receive, assess, and where possible resolve, non-emergency telephone calls by obtaining all necessary information, giving advice/providing information when appropriate; ensuring all are responded to in accordance with national guidelines, GMP policies and procedures and Threat, Harm, Risk, Investigation, Vulnerability, Escalation (THRIVE) in line with agreed service standards.
- Receive, assess, and where possible resolve, non-urgent digital enquiries e.g. through single-online home, public contact mailbox and social media, responding to enquirer as appropriate, or disseminating to the correct recipient; ensuring all enquiries handled are in accordance with GMP policies and procedures and THRIVE.
- Identify any calls for service that are emergencies or urgent and require a suitable response by assessment of threat, harm and risk, and transfer through to internal emergency and/or urgent line for prompt action.
- Deliver a professional, high quality, victim-centred service and communicate effectively to manage the expectations of external and internal callers.
- Create accurate and detailed contact records on low level incidents on GMP's Dispatch Incident Management System where appropriate; prioritise them using THRIVE.
- Interrogate systems to identify repeat victims and deal with appropriately.
- Utilise Greater Manchester Police systems and databases to update incidents fully and accurately with relevant information as required.
- Provide information on incident status to authorised staff, departments and other authorised partner agencies or services.

General duties

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/SharePoint. Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Customer Enquiry Officer** has been identified as: **A Peer Leader**.

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website:
www.gmp-recruitment.co.uk

**Person Specification
Customer Enquiry Officer
FCCO**

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications/ Education</u>		
Has a good standard of education (e.g. GCSE).	E	AF/I
IT literate including Microsoft Excel, Word and email software.	E	AF/I
<u>Experience</u>		
Experienced in a busy customer service environment.	E	AF/I
Experience in dealing with queries/providing first contact resolution where applicable including giving advice.	E	AF/I
Works effectively as a team member.	E	AF/I/T
To be able to work on own initiative and with minimal supervision.	E	AF/I/T
Experience in mentoring and coaching new members of staff.	D	AF/I
<u>Knowledge/Skills/Abilities</u>		
Good written and verbal communication skills, able to communicate effectively.	E	AF/I
Ability to gather information from a range of sources to understand situations, making sure it is recorded accurately.	E	AF(I)
Able to work under pressure.	E	AF(I)
Able to employ telephone resolution techniques to maximum effect.	E	AF/I
Able to deal with customers and demonstrate an understanding of issues relating to data protection, human rights and diversity. *	D*	AF/I
Effectively uses knowledge management /information systems relating to the role. *	D*	AF/I

<u>Other</u>		
Has achieved a good attendance record.	E	AF
Prepared to work a rotating shift pattern.	E	AF

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

Please note:

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Dispatch Sergeant
DIVISION/DEPARTMENT:	Force Contact, Crime and Operations (FCCO) Branch
RESPONSIBLE TO:	Dispatch Inspector
RESPONSIBLE FOR:	A shift team with other team leaders
AIM OF JOB:	To lead a team of operators in the delivery of an effective and efficient dispatch service, including associated support and update functions. To ensure that incidents are being managed effectively and that the needs of victims, the local community and neighbourhoods are met. To develop the team so that the operators hold the necessary skills, understand local priorities and feel valued and are motivated.
TENURE OF POST:	Minimum of 2 years
HMIC CATEGORY:	Operational Support

MAIN DUTIES AND RESPONSIBILITIES

LINE MANAGEMENT RESPONSIBILITIES

- Oversee flexible working applications from your team, commenting on suitability and supporting where applicable, ensuring they support business requirements and effective duty planning.
- Maintain close links with the Resource Management Unit to plan and manage the allocation of overtime and staff abstractions in accordance with FCCO Policies and procedures.
- Provide ongoing monitoring of performance of members of the team, providing constructive feedback on both good and poor performance, undertaking relative action where appropriate.
- Conduct regular one to one meeting and identify and support development needs as necessary.
- Support new members of the team through close supervision and the provision of mentoring.

- Be responsible for managing staff attendance and welfare issues, applying the GMP Standards of Attendance and Performance Policy and by adherence to the relevant associated policies and procedures.
- Ensure standards of professional behavior are maintained by staff, making use of the current GMP performance, disciplinary and grievance processes as necessary in line with the code of ethics.
- Participate in regular performance meetings with the dispatch management.

MANAGING RESOURCES AND INCIDENTS

- Liaise with the Resource Management Unit to help with the planning and management of resources across all Dispatch.
- Plan and effectively deploy the resources within the shift to ensure that there is sufficient cover for the radio positions at all times.
- Take primary responsibility of the Incident Summary Queues through proactively reviewing all incidents and regularly liaising with District Supervisors.
- Check incident records contain appropriate information according to national incident recording standards and Incident Response policy and allocate appropriate finalising codes for crime recording purposes.
- Oversee the effective utilisation of District resources attending incidents.
- Make proportionate decisions based on changes in threat, harm, investigation, vulnerability and engagement (THRIVE) to re-grade incidents so that an appropriate response is given through the Dispatch system.
- Make proportionate decisions based on THRIVE to close incidents that do not require police attendance through the Dispatch system.
- Manage the first phase of the Incident Escalation Procedure.
- Liaise with District supervision as necessary to ensure that resources are balanced between servicing incident demand and progressing their ongoing crime enquiries.
- Facilitate applications for call and radio recording when District hubs are unable to manage requests for recordings via Digital Voice Recording (DVR).
- When the Administration Unit is unavailable, provide a point of contact for visitors/ contractors working on site.
- Effectively manage the team and prioritise demand.
- Check incident records contain appropriate information.

PERFORMANCE MANAGEMENT RESPONSIBILITIES

- Monitor incident records to ensure that incidents are being dispatched in a timely and appropriate manner as per the Incident Response policy.
- Audit the email account to ensure that members of staff are making the right decisions and taking the right actions in line with the National Decision Making Model (NDM), Escalation Policy, THRIVE and CoP Risk Management Principles.
- Audit the incidents sent to the team to ensure that members of staff are making the right decisions and taking the right actions in line with the National Decision Making Model (NDM), Escalation Policy, STRIVE and CoP Risk Management Principles.
- Monitor individual performance of radio operators and provide feedback on some of the soft skills involved, providing support through mentoring and training.

- Update performance information on central systems, in line with the Dispatch Audit System.
- Participate in regular performance meetings with the Dispatch management.

OPERATIONAL RESPONSIBILITIES

- Manage pursuits according to the Pursuit Policy.
- Provide a means for divisional resources to access centrally managed resources e.g. Helicopter, Firearms etc.
- Respond to all incidents (planned or spontaneous) and operate gold or silver control processes as appropriate.
- Access national databases to undertake checks on Mobile phone ownership.
- Undertake the role of Force Duty Supervisor (FDS) when appropriate.
- Support the Force Duty Officer (FDO) and Force Crime Incident Manager (FCIM) as appropriate.
- Carries out activities on behalf of line/senior management in line with responsibilities of the role.
- Attend court as required.
- Ensure all faults are reported according to appropriate procedures.
- Have a knowledge of PLATO plan, pursuit policy, major incident and critical incident plan and escalate to FDO when necessary.

GENERAL DUTIES

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To deal with any administrative matters, including the preparation of daily management summaries.

- To undertake training; particularly in new technology and procedures pertinent to your role.
- Display leadership by working as a team with other supervisors and encourage staff to work as a team both within the FCC and wider within GMP. Maintain approachability and support for the team.
- Provide information for the team about the Force, branch, room and shift performance on a regular basis.
- Assist with recruitment and selection where appropriate.
- Investigate and respond to public complaints against members of staff ensuring learning for an individual is recorded and developed, and for the organization is escalated appropriately.
- When dealing with service delivery complaints against members of staff ensuring appropriate service recovery is carried out in line with GMP's core principles.
- All other duties commensurate with the rank of Sergeant.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Officers' applications for this post will only be considered if they have provided a DNA sample for the elimination database.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

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PERSON SPECIFICATION
Dispatch Sergeant
FCCO

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Experience</u>		
Experience in a customer service environment.	E	AF/I
Experience of creating, monitoring and managing Incident Records.	E	AF/I
Supervisory experience or appropriate training.	D	AF/I
Experience in the use of GMP & National intelligence, monitoring, and updating systems. *	D*	AF/I
Experience in training colleagues in the workplace.	E	AF/I
Experience of carrying out performance and attendance management.	E	AF/I
Experience of working in gold and silver command situations. *	D*	AF/I
Experience in a communication role within an emergency operational environment.	D	AF/I
<u>Knowledge</u>		
Knowledge and experience of systems used in a Contact Centre.	E	AF/I
Understanding of Data Protection Act.	E	AF/I
Practical knowledge of the Home Office Counting Rules for Recorded Crime and the National Crime Recording Standard.	E	AF/I
Understanding of the Graded response policy, National Call Handling Standards, and National Standard of Digital Communications. *	D*	AF/I
<u>Skills/Abilities</u>		
Competent in using computer systems including Microsoft packages and the Internet.	E	AF/I

<u>Other</u>		
Has achieved a good attendance record.	E	AF (E)
Prepared to work shifts on a 24-hour, 7 day rotating shift pattern.	E	I

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
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Please note:

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
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- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Inspector, Command & Control
DIVISION/BRANCH:	Operational Communications
RANK:	Inspector
RESPONSIBLE TO:	Business Lead, Operational Communications Branch.
RESPONSIBLE FOR:	The management of the Operational Communications Branch's Command and Control teams.
AIM OF JOB:	To ensure that the shift teams provide a full and effective command and control service and support activities associated with this. To provide resilience to the Force Duty Officer role as dictated by operational demand.
TENURE OF POST:	Minimum of 1 year
HMIC CATEGORY:	Operational Support

MAIN DUTIES AND RESPONSIBILITIES

Managing Staff

- Conduct annual development reviews and promotion assessments, as required.
- Supervise staff and maintain proper standard of discipline, as required.
- To manage staff performance, ensuring that regular one to one meetings and annual meetings take place to ensure that set objectives achieved.
- Maintain an awareness of welfare needs and proactively manage staff attendance, recruitment, misconduct, discipline, grievance and health and safety issues in accordance with Force policy.
- Manage sickness absence in line with GMPA's Attendance Management Policy and Branch targets.
- Ensure maintenance of professional standards (including uniform clothing).
- Assisting with recruitment and selection when required.

Administration

- Review command and control performance information and support the Command & Control Business Lead in analysing trends.
- Take responsibility for recording and initiating enquiries in respect Policy and Conduct complaints, as required.
- Undertake monitoring duties, as directed by the management team.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act 2004.

Operational Duties

- Ensure compliance with National Standards including National Standards of Incident Recording, National Quality Service Commitment and National Standards for Digital Communications (Airwave Speak).
- Keep abreast of force and wider communications issues and apply to the Operational Communications Branch (OCB).
- Maintain and manage the provision of silver controls when required.
- To ensure the ANPR system is monitored and alerts are responded to appropriately.
- To ensure that all asset tracking systems are monitored and alerts are responded to appropriately.
- Oversee the management of data input procedures and liaison with IT and Systems Management.
- To support OBC Senior Leadership Team as directed to ensure policies and procedures are developed in line with change.
- Provide weekend duty managers' cover as required.

Whilst Undertaking FDO Resilience Duties

- Provide out of hours press liaison cover, preparing press releases in conjunction with the officer in the case.
- Liaise with specialist force resources and divisional staff concerning the response to incidents.
- Perform the role of Tactical Firearms Commander for spontaneous firearms incidents.
- Ensure the provision of effective communication services by and for the Force through effective management and direction of resources throughout the GMP area. Advise and instruct where appropriate on the effective deployment of resources to handle incidents.
- In the event of major incidents, serious crime or other emergencies, control and direct police action and effectively deploy the appropriate resources and hand over command to a senior officer when appropriate.
- Co-ordinate cross boundary activities liaising with Force operations duty officers for surrounding Forces.
- Ensure that motorway incidents are handled according to the current procedures.
- Liaise with OCRs/Divisional Traffic Units in the event of motorway closures.
- Initiate the establishment of the Major Incident Room and Incident Information Bureau as necessary.
- Ensure the Duty Chief Officer is informed of any incident of a serious or contentious nature.
- Ensure that senior officers are aware of changes to the state of alert in relation to terrorist matters.
- Authorise and prioritise the use of force-wide resources e.g. Force helicopter if requested by more than one OCR or Regional Force.

Performance And Quality Of Service

- To monitor the service provided ensuring the achievement of performance measures, taking action to rectify any shortfall in service in line with the relevant Service Level Agreements.
- Continuously monitor demand, work processes and working practices with a view to identifying improved quality of service.
- To assist in the development of innovative solutions to improve work processes and practices.
- To attend necessary meetings to permit the effective performance of your duties.
- To assist the branch in developing change management / quality initiatives.
- To Develop and Promote a Customer Focus environment.

- Ensure full use of appropriate technology within the Operational Communications Branch in order to provide an effective service to its customers.
- To oversee quality monitoring of the PNC & OPUS updates performed.
- To develop and maintain effective networks with representatives both internally and externally in order to exchange relevant information share best practice.

General Duties

- To undertake training particularly in new technology and procedures.
- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
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- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.

NOTES

As this job description involves competent knowledge and application of two very differing roles, it is important that this job description is regularly reviewed to ensure that the post holder is supported and that workloads especially are manageable.

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Officers' applications for this post will only be considered if they have provided a DNA sample for the elimination database.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

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LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Inspector, Command and Control** has been identified as: **A Middle Leader**.

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

This is a designated post under the Force Vetting Strategy and the post will therefore attract an enhanced level of vetting.

For more information on our leadership expectations please visit our website:
www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Inspector, Command and Control
Operational Communications Branch

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Experience</u> Experience of Command and Control in a control room environment. Experience of managing staff in a customer services environment. Experience of using computerised systems. Experience of dealing with a variety of personnel issues e.g. recruitment, sickness management, disciplinary, grievance etc. Experience of working to and meeting performance targets on a daily basis. Experience of recruitment. * Must attend and successfully pass the Tactical Firearms Commanders Course. (NB Failure to pass the course would mean a return to previous Division/Branch.)	E E E E E D E	AF / I AF / I AF / I AF / I AF / I AF / I Must attend prior to appointment
<u>Knowledge</u> Uses legal knowledge to good operational effect e.g. in relation to the use of firearms. Effectively applies a wide range of Force operational procedures and specialist procedures e.g. for public order and pursuits. Makes the connection between social issues and policing. Knowledge of force policy and procedures for dealing with the media. Knowledge of force procedures for dealing with major incidents. Knowledge of force policy and procedures for firearms incidents. Has sufficiently well-developed communications skills to liaise with chief officers, the public, the media and operational staff.	E E E E E E E	AF / I AF / I AF AF / I AF / I I AF / I

Anticipates and makes judgments on the need for available force resources to meet the needs of incidents.	E	AF / I
Knowledge of Data Protection Act.	E	AF
A good procedural knowledge of Graded Response Policy and Command and Control.	E	I
A sound understanding of NSDC (Airwave Speak).	E	I
Practical Knowledge of the Home Office Counting Rules for Recorded Crime and the National Crime Recording Standard.	E	AF
Knowledge of Force policy/procedure and the systems used in an Operational Communications Room.	E	AF
A sound knowledge of intelligence and tracking systems used within Operational Communications such as ANPR, OPUS, Asset Tracking, and PNC. *	D	I
<u>Skills/Abilities</u>		
Competent in using computer systems including Microsoft packages and the Internet.	E	AF / I
<u>Other</u>		
Interpersonal skills; sufficient to be able to quickly gain a rapport with others.	E	I
Has achieved a good attendance record.	E	AF (E)
Willing to work unsocial hours and be flexible to the requirements of the Operational Communications Branch needs as required, such as providing the weekend duty manager cover.	E	I
This is a designated post under the Force Vetting Strategy and the post will therefore attract an enhanced level of vetting.	E	AF (E)

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate

T	Test
I	Interview

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GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Inspector, Force Incident Manager (FIM)
DIVISION/DEPARTMENT:	Force Contact, Crime and Operations Branch (FCCO)
RESPONSIBLE TO:	Force Critical Incident Manager (FCIM)
RESPONSIBLE FOR:	Initial management of critical incidents across the force based on Threat, Harm and Risk. Co-ordinating GMP resources, as well as other forces/agencies.
AIM OF JOB:	To ensure appropriate management of major and critical incidents across the force, in line with force policy.
TENURE OF POST:	Minimum of 2 years
HMIC CATEGORY:	Operational Support

MAIN DUTIES AND RESPONSIBILITIES

DEALING WITH PEOPLE

- Chief Officer (or Duty Superintendent where applicable) is informed of any incident of a serious or contentious nature.
- Liaise with / co-ordinate specialist force resources and divisional staff concerning the response to incidents, including search managers, Tactical Aid Unit (TAU), Tactical Vehicle Intercept Unit (TVIU) and Traffic.
- Liaise with silver commanders in relation to ongoing operations across the force.
- Liaison with fire and ambulance National Interagency Liaison Officer (NILO) for operational matters.

OPERATIONAL DUTIES

- Triage and authorise requests for National Police Air Support (NPAS) deployments and Drone Deployments.
- Liaise with FCCO / Roads Policing Unit (RPU) and Specialist Resources in the event of motorway closures.
- Coordinate cross boundary issues liaising with neighbouring Force Incident Managers and or specialist units such as North West Motorway Policing Group (NWMPG).
- Ensure suitable initial command and control of ongoing incidents as appropriate.
- Assess and decide if there is a requirement for the Force negotiator to attend an incident and co-ordinate their deployment.

- Instigate Post Incident Procedure (P.I.P) procedure and co-ordinate Post Incident Manager allocation.
- Co-ordinate out of hours access to facilities managers.
- Triage, prioritise & co-ordinate referrals in relation to St Mary's Sexual Assault Referral Centre (out of office hours) and also co-ordinate referrals in relation to safe place for victims of modern slavery.
- Liaise and co-ordinate any issues relating to CTPNW (Counter Terrorism Policing North West) and S015.
- Co-ordinate out of hours contact with the duty IT manager for IT issues affecting forcewide IT systems.
- Liaison with Communication Liaison Unit (CLU) re. telephony issues, assess and authorise golden hour subscriber requests.
- Liaison with Serious and Organised Crime Group (SOCG) Duty Officer in the event of a Kidnap and Extortion (K&E) incident. Management of initial report and transfer to paper records including onward transfer to the duty SOCG officer.
- Assessment, liaison & co-ordination of Explosive Ordnance Disposal (EOD) turnouts. Advise district staff as to the necessity and size of any cordon and evacuation.
- Perform urgent incident log redaction (formerly sanitisation).
- Triage, prioritise & co-ordinate Mountain Rescue call-outs.
- Act as initial Silver Commander in the event of an Operation Whittle (Hijacked or endangered aircraft) where GMP is designated the Preferred Receipt Airport (PRA). Represent GMP in the Blue Triangle conference call with the R.A.F. & MetPol Command & Control (MetCC).
- Co-ordinate Out-of-hours referrals to the Duty Professional Standards Branch (PSB) Inspector in the event of Death and Serious Incidents (DSI) & allegations of serious misconduct.
- Out-of-hours access to iTrent HR database for employee personal contact and Next of Kin (N.O.K) details.
- Initial command of any airport full emergencies.
- Review of an incident that may require force wide observations.
- Complete emergency security functions such as disabling warrant cards, radios or GMP mobile devices.

FIREARMS

- Perform the role of initial Tactical Firearms Commander for spontaneous firearms incidents.
- Perform FIM role as explained in detail in the Operation PLATO plan.

MAJOR INCIDENTS

- In the event of major incidents, serious crime or other emergencies, control and direct police action and effectively deploy the appropriate resources.
- Together with the Force Critical Incident Manager (FCIM), ensure effective command and control is in place and Joint Emergency Services Interoperability Principles (JESIP) protocols are observed.

PURSUIITS

- Perform the role of Pursuit manager for all spontaneous incidents and planned operations, within GMPs roads and motorway networks.

MANAGING STAFF

- Provide leadership and a clear direction for GMP Communications staff in the management of operational activities.
- Assist in building and fostering the culture to unite and motivate staff.
- Mentoring where necessary to include new FIMs, initial tactical firearms commanders or any other relevant roles.
- Line management responsibility for the FOC Sergeant and FOC Police Officers and Staff.

GENERAL

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.

- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

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PERSON SPECIFICATION
Inspector, Force Incident Manager (FIM)
FCCO

SPECIALIST KNOWLEDGE / SKILLS AND ABILITIES

ESSENTIAL	DESIRABLE
Uses legal knowledge to good operational effect. Knowledge of force policy and procedures for dealing with critical and complex incidents. Knowledge of force procedures for dealing with major incidents. Has excellent communications skills to liaise with chief officers, the public, the media and operational staff. Assess each incident and allocates the appropriate resource as required. Can make quick decisions in a time pressured environment using the National Decision-Making Model (NDM). Experience of working with partners at incidents and the use of Joint Emergency Services Inter-operability protocol (JESIP) principles.	

TRAINING /EXPERIENCE REQUIRED

ESSENTIAL	DESIRABLE
Must attend and successfully pass the Initial tactical Firearms Commanders course and become an accredited (Occupationally and Operationally Qualified) initial Tactical Firearms Commander.	Experience of managing staff.

(NB Failure to pass the course or become an accredited initial firearms commander would mean redeployment by Workforce Development.) Must attend and successfully pass all necessary pursuit management courses and become an accredited (Occupationally and Operationally qualified). (NB Failure to pass the course or become an accredited pursuit commander would mean redeployment by Workforce Development.) Must be up to date with all the mandatory CPD and CoP courses.	
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OTHER REQUIREMENTS

ESSENTIAL	DESIRABLE
Has achieved a good attendance record. This is a designated post under the Force Vetting Strategy and the post will therefore attract an enhanced level of vetting.	

Please note:

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GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Inspector – Force Operations Centre
DIVISION/DEPARTMENT:	Operational Communications Branch
RESPONSIBLE TO:	OCB - Chief Inspector (Operations)
RESPONSIBLE FOR:	Sergeants/Constables within the Force Operations Centre
AIM OF JOB:	To deliver the Force Operations Centre (FOC) objectives: • Has the Organisational View of Risk, Demand and Resources; • Supports the Co-ordination and Initial Response to the Management of Major and Critical Incidents; and • Leads the Organisational Response to Manage Risk and Demand. To lead the Force Operations Centre (FOC) team.
TENURE OF POST:	Minimum 1 Year
HMIC CATEGORY:	Operational Support

LEADING PEOPLE

- To be an advocate of compassionate and supportive leadership, championing the Code of Ethics and welfare & wellbeing, and fostering a positive and supportive working environment.
- Provide visible and accessible leadership for the FOC to set the culture and behaviours expected.
- Lead, implement and establish regular 1-2-1s and group meetings, driving efficiency and optimising team and individual performance.
- Oversee, monitor and maintain officer's performance by ensuring timely completion of achievement and development reviews, appraising the skills and abilities of staff and ensuring appropriate training and development in order to maximise their effectiveness.
- To take a proactive approach to attendance management, focusing on early interventions and support to enable officers to remain in work wherever possible.
- To exhibit personally, and lead the team, to have a proactive approach to continuous service improvement.
- Develop and motivate staff within the FOC to deliver high levels of service.
- Ensure the staff have an awareness of the Force Strategy and Objective, defining their role to deliver against it.
- Lead the team to ensure delivery of FOC objectives.
- In the absence of the Sergeant support the FOC team with completion of daily roles and responsibilities.

- Ensure the FOC staff have the correct training to complete the role and develop as the team evolves.
- Represent the FOC at meetings such as tasking and coordination and share information with the team to upskill and develop them.
- Manage and escalate (where necessary) any issues that have an adverse impact on the effective running of the FOC to the OCB Chief Inspector Operations or Force Duty Officer (FDO) / Force Critical Incident Manager (FCIM).
- Maintain an awareness of welfare needs and recognise any problems that an officer may be experiencing and raise these promptly and sensitively with the officer in order to provide help and guidance where appropriate.
- Proactively manage recruitment, misconduct, grievance and health & safety issues in accordance with Force values, policies and requirements.
- Deploy staff effectively to support the Force and also ensure leave/ absences are managed effectively.
- Instil a performance culture whereby all staff are aware of Force and FOC priorities and the performance of the unit against those priorities.
- Maintain an awareness of workloads and re-allocate tasks where appropriate.
- Support and develop your team to make best use of technology.
- Conduct briefings and debriefings to recognise and establish good practice and development opportunities.
- Ensure that your team are developed to deliver the FOC objectives and skills are maintained.
- Always look for new ways to develop the FOC offer and support your team.
- Ensure your own CPD and self-development.
- Ensure compliance of staff with the Home Office counting rules for Recorded Crime, the National Crime Recording Standard and minimum investigative requirements.

ADMINISTRATION

- Ensure the smooth running of the FOC.
- Set clear objectives for the FOC and deliver against them.
- Develop the use of technology with the team to reduce the amount of time spent by the FOC on administration.
- Ensure there are processes in place to understand priority crime, incident and intelligence analysis within your team and that the tasking and coordination decisions are shared and respected.
- Establish effective administration and processes (with Districts and departments) for resource data to be managed within the FOC to include daily and weekend resource data.
- Support the OCB and Force in the command and control and resource forecasting.
- Ensure appropriate processes are in place to ensure the FOC support the delivery of the Daily Management Meeting (DMM) and other meetings are required, and support the administration of actions and minutes.
- Identify real, potential or emerging policing problems through the work of your team and ensure visibility and awareness – through the utilisation of reports in Police Record Management Systems.
- Be accountable for the support provided by the FOC to FCIM/ FDO/ Force Commanders when a critical or major incident is called, to support the Force response.
- Develop effective working relationships with the Force Intelligence Bureau (FIB), to support the intelligence review throughout FOC team development and Intelligence Training.
- Establish media and social media scanning and support the use of crowd control as required to provide messages on social media.
- Scan for good practice in problem solving strategies and local issues that may have an effect on policing.

DEALING WITH PEOPLE

- Hold regular FOC team meetings.
- Promote the work of the FOC.
- Develop effective and supportive working relationships with internal departments such as Districts and departments and the Force command team to ensure an appropriate response to threat/risk/ harm incidents.

- Develop effective working relationships with District, departments and Hubs to support the Force with the delivery of resources to meet demand, command and control and demand forecasting.
- Develop effective working relationships with key internal partners such as the Duty Management System (DMS) team/ Specialist Operations/ FIB/ External Relations & Performance Branch (ERPB).
- Ensure effective working relationships with external partners such as Local Authorities and blue light colleagues to assist in critical or major incident responses.
- Establish process and relationships with FIB / Specialist Operations and other internal stakeholders to develop the DMM, intelligence and resource capacity.
- Provide a link and communicate with other Forces control rooms and key external partners such as the National Interagency Liaison Officer (NILO), Greater Manchester Fire Rescue Service (GMFRS) and North West Ambulance Service (NWAS).
- Provide specialist search and understanding of GMP systems.
- Liaise with our partners internally and externally, sharing information and working together to manage Critical and Major incidents.
- Work with wider GMP for the FOC to provide support for the FCIM/ FDO/ Force command to ensure an effective response and maintain a good working relationship with key partners such as Specialist Operations to brief/ debrief.
- Lead the FOC to ensure understanding and clarity of the Force and District intelligence requirements/priorities and of any local initiatives occurring on the Districts or departments by close working relationships with FIB.
- Establish practices with ensure local and national media is monitored for issues affecting GMP.
- Promote understanding and use of the social media and work with the FDO/ FCIM/ Command team to communicate messages via corporate communications as required.

OPERATIONAL DUTIES

- Ensure the accuracy of products produced by the FOC and attain customer/ stakeholder and Force leadership feedback for CPD.
- Manage the use of technology within the FOC to ensure that it is functioning and staff are trained to use it to include the accurate display relevant data.
- Ensure the process to update and circulate the Daily Summary products from the FOC email account and ensure accuracy of content.
- Ensure the process for the daily management of the FOC mailbox and calendar, ensuring the mailbox is checked and that mail is forwarded and tasked, where necessary.
- Attend Force meetings - tasking and coordinating, ensure that the FOC team are briefed and tasked.
- Ensure resource data and dashboard data is available and displayed within the FOC at all times.
- Ensure the process is in place and complied with for the daily management of the Force resources and the production of other resourcing documents.
- In the absence of the FOC Sergeant, and if required, perform the role of the FOC Sergeant Ensure there is an effective shift pattern in place and that leave/ absences are managed and planned for.
- Line management of the FOC Constables and Sergeants.
- Ensure the process for scanning Hub Commander Logs (HCL)/District Bronze Logs and media for incidents of note is in place and actioned as required.
- Perform the role of silver/ bronze as required by the FCIM in response to an emerging/ unplanned major or critical event and assist in the setting up of command protocols.
- Ensure the process to identify and escalate critical intelligence issues requiring immediate action to the FDO/ FCIM or Force command.
- Ensure both personal and team knowledge and understanding of the PLATO response procedures (cards) and oversee regular training and rehearsals to maintain OCB operational readiness.
- Ensure the FOC provide intelligence support for FCIMs/ FDO/ Command team as required and have a sound working relationship with FIB.
- Ensure there is an effective process to monitor social media and media for issues which may affect the Force and action is taken as required.

OTHER RESOURCES

- Ensure that any faults/problems with any of the FOC equipment are actioned by the appropriate person or department.

POLICY / PLANNING

- Assist with policy/planning in order to develop/establish criteria in relation to Service Level Agreement (SLA) and processes to develop the FOC.

OTHER

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- Manage staff development, performance and attendance using appropriate GMP policy and procedure.
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- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.

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Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Inspector, Force Operations Centre** has been identified as: **A Middle Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website
www.gmp-recruitment.co.uk

SPECIALIST SKILLS/ABILITIES AND KNOWLEDGE

Essential	Desirable
Knowledge of the National Intelligence Model (NIM) and the Management of Police Information 2005 (MOPI). Uses legal knowledge to good operational effect. Effectively applies a wide range of Force operational procedures. Understands policing within the wider context of social issues. The ability to foster good working relationships with other agencies and individuals. Practical knowledge of National Crime Recording Standards (NCRS) and Home Office Counting Rules (HOCR). Sound working and operational knowledge of Police systems. Practical knowledge around the identification and appropriate response to threat, risk, vulnerability and harm. Sound knowledge and use of the National Decision Model (NDM). Experience of managing/coordinating a diverse group of professional staff to achieve GMP strategic objectives. Experience of monitoring performance to ensure efficiency quality and delivery of Force/Branch priorities. Experience of dealing with members of the public and working in partnership with other departments and agencies.	Knowledge of RIPA legislation, Human Rights Act 1998 and POCA 2002. Working knowledge of public order command protocols and previous public order experience. Knowledge of responses to critical and major incidents, to include Critical Incident Assessments. Knowledge of intelligence management and Firearms intelligence. Working knowledge of CLIO/ resilience direct.* Knowledge of public order logging. Working knowledge of operating DMS or a commitment to be trained.* Operational knowledge of JESIP or a commitment to be trained.* Working knowledge of Analytical Systems such as Cognos and other business intelligence tools to provide analytical data or a commitment to be trained.*

TRAINING / EXPERIENCE REQUIRED

Essential	Desirable
Experience in delivering briefings and conducting debriefing of staff. An ability to communicate effectively at a number of levels.	Experience in software applications such as Microsoft Word and Excel. The ability to interrogate intelligence and information systems such as FIS, PINS, Automatic Number Plate Recognition (ANPR)

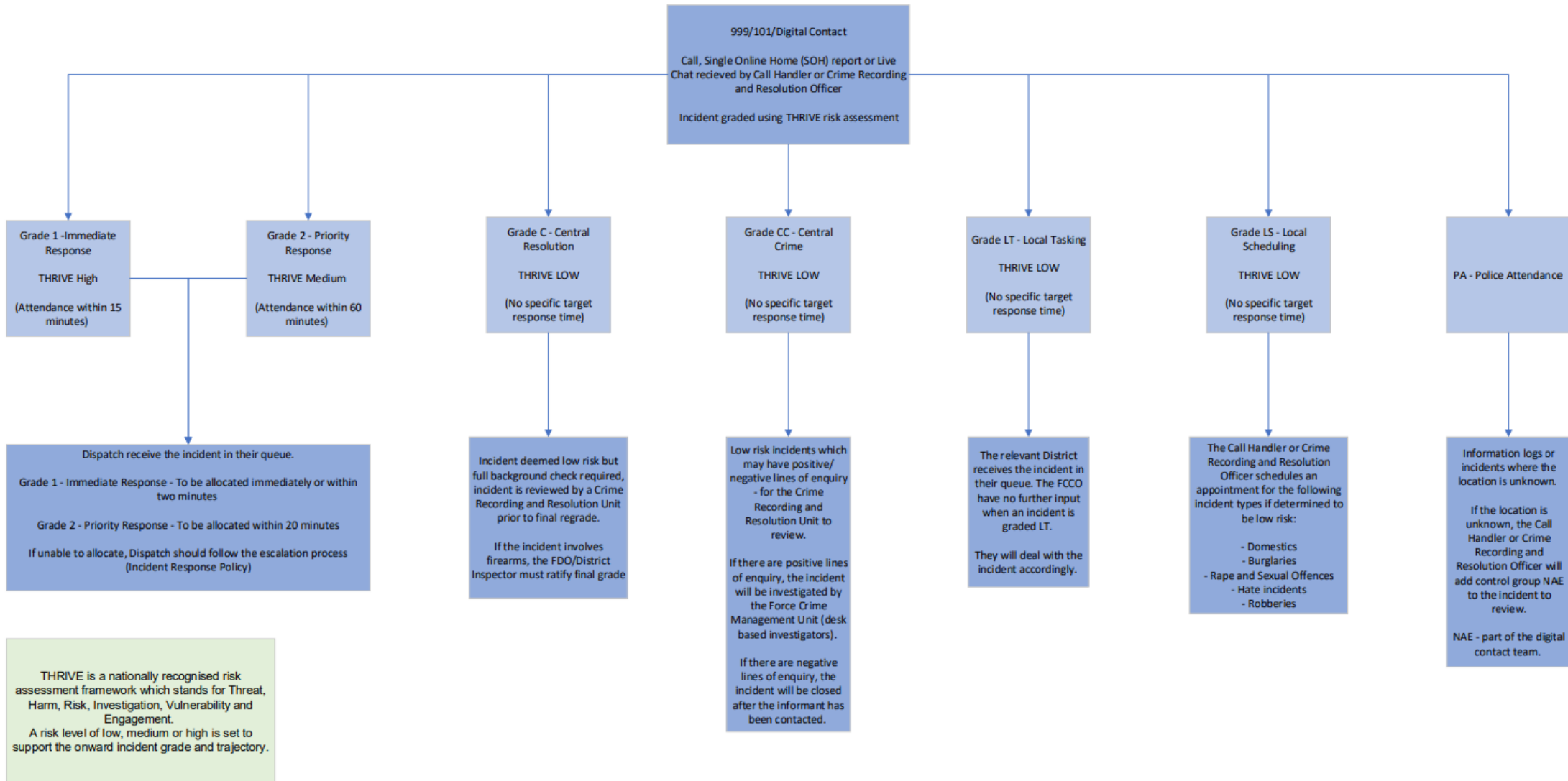
An ability to effectively interpret data and identify trends and crime series. Diversity Training. Disability Discrimination Act Training. Experience of working with minimal supervision, organising and prioritising own workload.	and other police systems or a commitment to be trained. Experience in the role of Public Order Bronze or a commitment to be trained. Officer Safety Training. Intelligence training. Experience in the interrogation of DMS. Experience of using Crowd Control. Experience in software applications such as SharePoint, Crime/Intel RMS, Cognos. Level 2 Mutual Aid Trained.
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OTHER REQUIREMENTS

Essential	Desirable
Has achieved a good attendance record.	

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
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Force Contact, Crime & Operations Branch



GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Radio Dispatcher
DEPARTMENT/DIVISION/BRANCH:	Force Contact, Crime & Operations Branch (FCCO)
SECTION/UNIT:	Force Operations Unit
GRADE:	E
RESPONSIBLE TO:	Supervisor, Dispatch
RESPONSIBLE FOR:	N/A
AIM OF JOB:	To provide an efficient and effective dispatch service to GMP and its community.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure incidents are allocated within branch target times dependant on deployable resources.
- Support FCCO Supervision manage the Incident Queue notifying them of any incidents that cannot be resourced in line with the Incident Response Policy (IRP).
- Be aware of available operational resources and their deployability.
- Monitor all new incidents received for the attention of the Districts and effectively deploy resources, providing any relevant information/intelligence, in accordance with the Incident Response Policy including Cross Border deployability.
- Accurately record on GMP systems all relevant information passed by the public and police resource, ensuring incidents are updated in accordance with National Standards for Incident Recording (NSIR), National Crime Recording Standards (NCRS) and relevant force policies, ensuring national standards are achieved and Force policies complied with.
- Monitor the welfare of all officers by responding to radio transmissions and carrying out periodic checks on officers dispatched to incidents.
- Respond to Airwave emergency activations.
- Carry out incident background checks using Police National Computer (PNC) and other GMP resources and inform operational officers of the findings for example bail conditions.
- Make telephone calls to external agencies where appropriate e.g. local councils.
- Provide support facilities dealing with low-risk checks and enquiries.
- Manage public expectations through contacting aggrieved parties to inform of delays or to get further information (in line with the current IRP service level agreement).
- Access other resources, specialist units or the emergency services to help operational officers.
- Manage the allocation of resources to public order, pursuit, and firearm incidents in line with current policies and procedures.
- Act as liaison between GMP and the Mental Health Tactical Advice Service (CRT).
- Attend court as a witness and provide evidence when required.
- Responsible for daily self-briefing on all appropriate systems and attend any scheduled briefings.

- Carrying out National Mobile Property Register (NMRP) checks for patrols and monitor and act upon intelligence systems such as Automatic Number Plate Recognition (ANRP) and tracking systems in accordance with Data Protection and Police National Computer requirements.
- To support Team 3 where required according to skill set.
- To provide information on incident status to authorised staff.
- To operate contingency / resilience procedures as directed.
- Have a working knowledge of PLATO, critical incident, and GMP major incident plans and escalate to supervision when necessary.
- Comply with the NCRS and minimum investigative requirements.

General duties

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/ SharePoint. Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Radio Dispatcher** has been identified as: **A Peer Leader**.

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website:

www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Radio Dispatcher
FCCO

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications / Education</u> Has a good standard of education (e.g. GCSE or equivalent). IT literature including Microsoft Excel, Word and email software. <u>Knowledge, Skills and Abilities</u> Knowledge of Data Protection Act. Able to remain calm and focused under pressure. Good written and verbal communication skills and able to communicate instructions and decisions effectively. Ability to gather information from a range of sources to understand situations, making sure it is recorded accurately. Understanding of police systems and processes.* Knowledge of criminal and civil law / police powers and responsibilities. * Knowledge of Greater Manchester Police Incident Response Policy. * Knowledge of National Crime Recording Standards. *	E E E E E E E E E E E E E E E E E E E	AF/ I AF/ I AF/I AF/T AF/T AF/T AF/T AF/T AF/T AF/T AF/T AF/T AF/T AF/T AF/T AF/T AF/T AF/T AF/T
<u>Experience</u> Experience in a busy customer service environment. Experience of working as part of a team to achieve performance measures targets. Experience of giving advice and resolving problems to a satisfactory conclusion in line with Policy. Experience in dealing comfortably with members of the public.	E E E E	AF/I AF/I AF/I AF/I

Maintains skills and knowledge of strategic priorities, local issues and intelligence. *	D*	AF/I
<u>Other</u> Has achieved a good attendance record. Prepared to work shifts on a 24-hour, 7-day rotating shift pattern. Willing to undertake training, particularly in new technology and procedures.	E E E	AF (E) AF/I AF

Key

AF(E)	Eligibility (this will be checked at shortlisting by the recruitment team)
AF	Application Form
C	Certificate
T	Test
P	Presentation
I	Interview

Please note:

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Sergeant – Call Handling
DIVISION/DEPARTMENT:	Operational Communication Branch
RESPONSIBLE TO:	Operational Communications Room Manager
RESPONSIBLE FOR:	A shift team with other Supervisors
AIM OF JOB:	To ensure that the shift team provides a full and effective communications service for the Force
TENURE OF POST:	MINIMUM OF 1 YEAR
HMIC CATEGORY:	Operational Support

MAIN DUTIES AND RESPONSIBILITIES

Business Resources

- Provide guidance for staff behaviour and maintain professional standards using capability, disciplinary, grievance and other GMP procedures as necessary.
- Provide specialist advice and knowledge on call handling to colleagues and partner agencies to support the achievement of organisational objectives
- Provide ongoing monitoring of performance for members of the team resulting in individual constructive feedback on good and poor performance
- Audit telephone calls to ensure appropriate questioning techniques and tone of voice is used to initiate the investigation process and create an accurate record for radio dispatch
- Be a point of contact for queries from other forces and partner agencies
- Attend court as required
- Anticipate and respond to major incidents where call volume may increase (e.g. Gold or Silver Control scenarios)

Branch Performance

- Manage Call Handling resources including the management of flexible working arrangements through appropriate planning of duties
- Fairly allocate overtime and adhere to annual leave policy in accordance with OCB policy and procedure
- Provide information to the team on behalf of the Branch and the Force giving regular updates on Call Handling performance using NIM principles
- Proactively interrogate Symposium and Session systems to effectively align and manage Call Handling resources

- Maintain close links with Resource Management Unit to assist with the planning and management of OCB Call Handling resources across the branch
- Anticipate and respond to forecasted call demand using a wide range of analysed data
- Effectively manage the flow of call demand through skills based routing and liaison with IMU, RMU and SDU
- Participate in regular Performance Review Meetings with OCB / Call Handling Manager
- Monitor the quality of service provided to identify trends / patterns and highlight areas for improvement
- Monitor team and individual performance and ensure best practice is identified and poor performance is addressed
- Assist in the recruitment and selection process for the branch
- Conduct operational risk assessments as necessary
- Carry out activities on behalf of OCB / Call Handling Managers
- Deal with any administrative matters including the preparation of daily management summaries

Trust and Confidence

- Maintain and promote high personal standards of professional conduct and integrity
- Investigate and respond to complaints in compliance with Quality Monitoring procedures
- Ensure the correct recording of details from the public in line with NCHS NCRS and Graded Response policy
- Review management information to provide meaningful feedback to members of staff on regular basis and through Appraisal meetings
- Record and update performance information on OCB central systems
- Promote the importance and benefits of Quality Monitoring to achieve branch and organisational objectives
- Promote Equality, Diversity and Human Rights in all working practices
- Provide a point of contact for visitors to the branch

People

- Offer leadership by being positive and approachable
- Support team members through close supervision and mentoring
- Be responsible for staff behaviour and maintain high professional standards, making use of Capability, Disciplinary and Grievance processes as necessary
- Be responsible for staff attendance and welfare issues, including the application of Attendance Management Policy
- Conduct risk assessments as required
- Support and develop individuals and team performance to NCHS
- Facilitate regular 1 – 1 feedback and coaching meetings to maintain high standards
- Initiate and progress detailed action plans to address performance based issues
- Work as a team with other Supervisors and Room / Call Handling Manager
- Encourage staff to work as a team and support each other
- Participate in training; particularly in new technology and procedures to enhance the business objectives
- Carry out any other duties which are consistent with the nature, responsibilities and grading of the post Ensure compliance of staff with the Home Office counting rules for Recorded Crime, the National Crime Recording Standard and minimum investigative requirements

General:

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.

- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.
- Officers' applications for this post will only be considered if they have provided a DNA sample for the elimination database.
- Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.
- The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/ SharePoint. Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe"

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and appraisal.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The Sergeant Call Handling has been identified as: **A First Line Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website
www.gmp-recruitment.co.uk

SPECIALIST KNOWLEDGE / SKILLS AND ABILITIES

ESSENTIAL	DESIRABLE
Experience of working in a call handling operation dealing with emergency calls / enquiries Appreciation of Data Protection Act Practical Knowledge of the Home Office Counting Rules for Recorded Crime and the National Crime Recording Standard	Knowledge and understanding of OCB policies and procedures including Graded response and National Call Handling standards. Knowledge of the procedures required for Silver Control

TRAINING /EXPERIENCE REQUIRED

ESSENTIAL	DESIRABLE
Varied operational policing experience. Experience of working with databases, Lotus Notes and Microsoft Experience in training colleagues in the workplace	Experience of recruitment and selection Experience of carrying out performance and attendance management* Supervisory experience or appropriate training* Experience of using computerised call monitoring systems e.g. Sension / Symposium Experience of working through critical incidents

OTHER REQUIREMENTS

ESSENTIAL	DESIRABLE
Has achieved a good attendance record.	

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
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GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Sergeant – Force Operations Centre (FOC)
DIVISION/DEPARTMENT:	Force Contact Centre
RESPONSIBLE TO:	Inspector - Force Operations Centre
RESPONSIBLE FOR:	Constables and Police Staff within the Force Operations Centre
AIM OF JOB:	To support the delivery of the Force Operations Centre (FOC) objectives: • Has the Organisational View of Risk, Demand and Resources; • Supports the Co-ordination and Initial Response to the Management of Major and Critical Incidents; • Leads the Organisational Response to Manage Risk and Vulnerability; • Provide reactive and proactive investigatory support to GMP' district, branches; and commanders, recognising Force and local TTCG priorities To lead and manage the FOC team - in the absence of the Inspector ensure the FOC is effectively led and managed.
TENURE OF POST:	Minimum 1 Year
HMIC CATEGORY:	Operational Support

MANAGING STAFF

- Develop and motivate staff within the FOC to deliver high levels of service.
- Lead the Constables to ensure delivery of FOC objectives.
- In the absence of Constables support the FOC team with completion of daily roles and responsibilities.
- Ensure the FOC staff have the correct training to complete the role and develop as the team evolves.
- Represent the FOC at meetings such as tasking and coordination and share information with the team to upskill and develop them.
- Hold regular team meetings in the FOC, lead in the absence of the Inspector.
- Manage and escalate any issues that have an adverse impact on the effective running of the FOC to the FOC Inspector, Chief Inspector (Ops) or Force Duty Officer (FDO) / Force Critical Incident Manager (FCIM) as appropriate.
- Maintain an awareness of welfare needs and recognise any problems that an officer may be experiencing and raise these promptly and sensitively with the officer in order to provide help and guidance where appropriate.
- Proactively manage staff attendance, recruitment, misconduct, grievance and health & safety issues in accordance with Force values, policies and requirements.
- Monitor officers' performance regularly to ensure this meets required standards and complete one to ones and Interim/Annual Performance/Development Reviews.
- Deploy staff effectively to support the Force and ensure leave/abstractions are managed effectively.

- Instil a performance culture whereby all staff are aware of Force and FOC priorities and the performance of the unit against those priorities.
- Maintain an awareness of workloads and re-allocate tasks where appropriate to get best value.
- Support and develop your team to make best use of technology, identifying opportunities for new technology and systems.
- Provide visible and accessible leadership for the FOC and set the culture and behaviours expected.
- Conduct briefings and debriefings to recognise and establish good practice and development opportunities.
- Ensure that your team are developed to deliver the FOC objectives and skills are maintained.
- Monitor the force and best practice within Policing to support development of the FOC.
- Maintain a personal CPD and self-development programme, engaging in one to ones and Interim/Annual Performance/Development Reviews.

ADMINISTRATION

- Raise real and emerging threats to supervision / colleagues.
- Provide support to the force command/ FDO/ FCIM and attend force meetings.
- Ensure your team is skilled to identify real, potential or emerging force policing problems - threat, risk or harm and report these to supervisors to ensure action is taken as appropriate.
- Use duty management system (DMS) to attain resource data for daily management meeting (DMM) or incidents / events as required and support resourcing requirements.
- Work with the Force Contact Centre (FCC) team to review command and control effectiveness and assist in the delivery of demand forecasting.
- Assist in the administration of the Force DMM and other key meeting documentation.
- Scan for force issues and identified force priorities, which may have an effect on policing.
- Monitor major news channels and social media for incidents, events or crimes which may be important or critical to GMP.
- Be able to attain reports and be able to interrogate force databases/systems e.g. cognos/ controlworks/ policeworks.
- Support command teams, FCIM and FDO with the immediate response to Critical or Major incidents.
- Utilise CLIO as needed for events and incidents.
- Ensure team are able to complete administration for Critical Incidents, including CLIO log activation and maintenance of the force tracker.
- Assist with resilience direct as required.
- Perform the role of loggist (if required and trained) and facilitate silver or gold meetings out of hours.
- Perform crime, incident and intelligence analysis to support delivery of the tasking and coordination process and to ensure appropriate resources are allocated.
- Administer the intelligence function of the FOC in line with the national intelligence model (NIM) and work with the Force Intelligence Bureau (FIB) to ensure adequate process for the progression of intelligence and harm opportunity threat (HOT) intelligence.
- Provide intelligence and information as required or instructed by the FDO/ FCIM or command team.
- Provide specialist search and understanding of GMP systems such as iOPS/ DMS etc.
- Provide out of hours access to PNC, PND, ANPR, NBTC and financial records (FIG).
- Provide support to telecommunication enquiries and Digital Media Investigator (DMI) out of hours.

DEALING WITH PEOPLE

- Hold and attend regular FOC staff meetings.
- Promote the services and profile of the FCC.
- Liaise with Force Contact Centre (FCC) supervision concerning demand and resource allocation and provide support for the Force.
- Liaise with our partners internally and externally, sharing information and working together to manage demand and resource incidents appropriately.
- Work with FIB/ Specialist Operations and other internal stakeholders to develop the DMM, intelligence and resource capacity.
- Provide a link and communicate with other Forces control rooms and key external partners such as the National Interagency Liaison Officer (NILO), Greater Manchester Fire Service (GMFRS) and North West Ambulance Service (NWAS).
- Liaise with our partners internally and externally, sharing information and working together to manage critical and major incidents.
- Work with wider GMP for the FOC to provide support for the FCIM/ FDO/ Force command to ensure an effective response and maintain a good working relationship with key partners such as Spec Ops to brief/ debrief.

- Support the Initial Tactical Firearms Commander (ITFC) / Tactical Firearms Commander (TFC) as required and provide support for HOT intelligence when required to do so by partners in the FIB.
- Promote understanding and use of the social media and work with the FDO/ FCIM/ Command team to communicate messages via corporate communications as required.

OPERATIONAL DUTIES

- Update and circulate the Force Daily Summary products from the FOC email account and ensure accuracy of content.
- Daily management of the FOC mailbox and calendar, ensuring the mailbox is checked and that mail is forwarded and tasked, where necessary.
- Ensure resource data and iOPS dashboard data is available and displayed within the FCC at all times.
- Line management of the FOC Constables.
- When suitable, support the FCC with the allocation of resources to meet demand including support for Command and Control and demand forecasting.
- Assist the Constables with the review and collation of information in preparation for the DMM meetings.
- Identify and escalate critical intelligence issues requiring immediate action to the FOC Insp/ FDO and FCIM or Force command.
- Complete the role of public order or firearms support to the FDO/ FCIM/ Force commanders.
- Complete tasks such as loggist and support for setting up command protocols, if trained.
- Monitor social media and media for issues which may affect the Force and action as required.
- Set up the Force Command Model and if necessary, the back-up Force Command Model out of hours.
- Liaise with Special Operational Planning Unit (SOPU) to carry out training exercises.
- Carry out regular Op PLATO testing within the branch.

OTHER RESOURCES

- Ensure that any faults/problems with any of the FOC equipment are actioned by the appropriate person or department.

POLICY/PLANNING

- Assist with policy/planning in order to develop/establish criteria in relation to Service Level Agreement (SLA) and processes to develop the FOC.

OTHER

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.

- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Officers' applications for this post will only be considered if they have provided a DNA sample for the elimination database.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

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SPECIALIST SKILLS/ ABILITIES AND KNOWLEDGE

ESSENTIAL	DESIRABLE
Knowledge of the National Intelligence Model (NIM) and the Management of Police Information 2005 (MOPI). Uses legal knowledge to good operational effect. Effectively applies a wide range of Force operational procedures. Understands policing within the wider context of social issues. The ability to foster good working relationships with other agencies and individuals. Practical knowledge of National Crime Recording Standards (NCRS) and Home Office Counting Rules (HOCR). Sound working and operational knowledge of Police Systems Practical knowledge around the identification and appropriate response to threat, risk, vulnerability and harm. Sound knowledge and use of the National Decision Model (NDM). Experience of monitoring performance to ensure efficiency quality and delivery of Force/Branch priorities. Experience of dealing with members of the public and working in partnership with other departments and agencies.	Knowledge of RIPA legislation, Human Rights Act 1998 and POCA 2002. Working knowledge of public order command protocols and previous public order experience. Knowledge of responses to critical and major incidents, to include Critical Incident Assessments. Knowledge of intelligence management and Firearms intelligence. Working knowledge of CLIO/ resilience direct.* Knowledge of public order logging. Working knowledge of operating DMS or a commitment to be trained.* Operational knowledge of JESIP or a commitment to be trained.* Working knowledge of Analytical Systems such as Cognos and other business intelligence tools to provide analytical data or a commitment to be trained.*

TRAINING /EXPERIENCE REQUIRED

ESSENTIAL	DESIRABLE
Experience in delivering briefings and conducting debriefing of staff. An ability to communicate effectively at a number of levels. An ability to effectively interpret data and identify trends and crime series. Diversity Training. Disability Discrimination Act Training.	Experience in the role of Public Order Bronze or Silver and Public Order Loggist or a commitment to be trained. Experience in the interrogation of DMS or a commitment to be trained.* Experience of using Crowd Control or a commitment to be trained.*

Experience of working with minimal supervision, organising and prioritising own workload. Experience in software applications such as Microsoft Word and Excel. The ability to interrogate intelligence and information systems such as FIS, PINS, COPU, ANPR and other police systems or a commitment to be trained.*	Experience in software applications such as SharePoint, iOPS and Cognos or a commitment to be trained.* Intelligence training or a commitment to be trained.* Level 2 Mutual Aid Trained.
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OTHER REQUIREMENTS

ESSENTIAL	DESIRABLE
Has achieved a good attendance record.	

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
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- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Supervisor, Contact Management
DIVISION/DEPARTMENT:	Force Contact Centre (FCCO)
SECTION/UNIT	Contact Management Unit/FCCO
GRADE	F
RESPONSIBLE TO:	FCCO Contact Manager
RESPONSIBLE FOR:	All contact management staff
AIM OF JOB:	To ensure that staff provide a full and effective contact management service for the Force To lead, develop and motivate staff to achieve excellence in their own/their teams performance To engender a culture of proactive team working which delivers Branch and GMP objectives

RESPONSIBILITIES LINE MANAGEMENT

- Offer leadership by being positive, proactive and approachable.
- Support team members through close supervision and mentoring.
- Conduct performance meetings to identify and support individual development needs.
- Be responsible for staff attendance and welfare issues, including the application of Attendance Management Policy.
- Conduct risk assessments as required.
- Support and develop individuals and team performance with National Call Handling Standards, National Crime Recording Standards, and National Standards for Incident Recording.
- Ensure that procedures and performance complies with the National Contact Management Strategy.
- Facilitate regular 1 – 1 feedback and coaching meetings to maintain high standards.
- Initiate and progress detailed action plans to address performance based issues.
- Work as a team with other Supervisors and Management.
- Encourage staff to work as a team and support each other.
- Provide guidance for staff behaviour and maintain professional standards using capability, disciplinary, grievance and other GMP procedures as necessary.
- Provide ongoing monitoring of performance for members of the team resulting in individual constructive feedback on good and poor performance.
- Audit telephone calls to ensure appropriate questioning techniques and tone of voice is used to initiate the investigation process and create an accurate record.
- Oversee all Contact Management resources including the management of flexible working arrangements through appropriate planning of duties.
- Oversee the fair allocation of overtime and adhere to annual leave policy in accordance with FCCO policy and procedure, supporting RMU as required.

- Provide information to the team on behalf of the Branch and the Force giving regular updates on Call Handling performance using NIM principles.
- Monitor team and individual performance and ensure best practice is identified and poor performance is addressed.

OPERATIONAL RESPONSIBILITIES

- Provide specialist advice and knowledge on contact management to colleagues and partner agencies to support the achievement of organisational objectives.
- Be a point of contact for queries from other forces and partner agencies.
- Attend court as required.
- Anticipate and respond to major incidents where call volume may increase (e.g. Gold or Silver Control scenarios).
- Proactively interrogate CC7 systems to effectively align and manage Contact Management resources.
- Maintain close links with Resource Management Unit to assist with the planning and management of FCCO Contact Management resources across the branch.
- Anticipate and respond to forecasted call demand using a wide range of analysed data.
- Effectively manage the flow of call demand through skills based routing and liaison with internal departments.
- Monitor the quality of service provided to identify trends / patterns and highlight areas for improvement.
- Conduct operational risk assessments as necessary.

QUALITY OF SERVICE

- Maintain and promote high personal standards of professional conduct and integrity.
- Investigate and respond to complaints in compliance with Quality Monitoring procedures.
- Ensure the correct recording of details from the public in line with NCHS NCRS and Graded Response policy.
- Review management information to provide meaningful feedback to members of staff on regular basis.
- Record and update performance information on FCCO central systems.
- Promote the importance and benefits of Quality Monitoring to achieve branch and organisational objectives.
- Promote Equality, Diversity and Human Rights in all working practices.

GENERAL DUTIES

- Participate in training; particularly in new technology and procedures to enhance the business objectives.
- Assist in the recruitment and selection process for the branch.
- Carry out activities on behalf of FCCO/Contact Managers consistent with the grade of the post.
- Deal with any administrative matters including the preparation of daily management summaries.
- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- Information All staff and officers must adhere to and comply with Data Protection, Freedom of and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and

security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and training advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.

- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

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LEADERSHIP EXPECTATIONS

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The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and IAR.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

Supervisor Contact Management has been identified as: **A First Line Leader.**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website:

www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Supervisor Contact Management
Force Contact Crime & Operations

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Experience</u>		
Experience of working in a call handling operation dealing with emergency calls/ enquiries.	E	AF/I
Competent in using computer systems including Microsoft packages and the Internet.	E	AF/I
Experience in training colleagues in the workplace.	E	AF/P/I
Experience of creating, monitoring and managing FWINs using GMPICS.	E	AF/I
Experience of recruitment and selection.	D	AF/I
Experience of carrying out performance and attendance management.*	D	AF/I
Supervisory experience or appropriate training.*	D	AF/I
Experience of using computerised call monitoring systems.	D	AF/I
Experience of working through critical incidents.	D	AF/I
<u>Knowledge</u>		
Understanding of Data Protection Act.	E	AF/I
Knowledge and understanding of FCCO policies and procedures including Graded response and National Call Handling standards.	D	AF/I
Home Office Counting Rules for Recorded Crime and the National Crime Recording Standard.	D	AF/I
Knowledge of the procedures required for Silver Control.	D	AF/I
<u>Other</u>		
Maintains a good attendance record.	E	AF (E)
Prepared to work shifts on a 24-hour, 7 day rotating shift pattern.	E	I
There will be a requirement to be flexible with regard to working locations and some travel within the force area will be expected as and when required.	E	I

Key

AF(E)	Eligibility (this will be checked at shortlisting by the recruitment team)
AF	Application Form
C	Certificate
T	Test
P	Presentation
I	Interview

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GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Supervisor, Dispatch
DEPARTMENT/DIVISION/BRANCH:	Force Contact, Crime, and Operations Branch (FCCO)
SECTION/UNIT:	Force Operations Unit
GRADE:	F
RESPONSIBLE TO:	Dispatch Inspector
RESPONSIBLE FOR:	Radio Dispatchers
AIM OF JOB:	To supervise a team of operators in the delivery of an effective and efficient dispatch service, including associated support and update functions. Manage the incident queue in-line with Incident Response Policy.

MAIN DUTIES AND RESPONSIBILITIES

- To develop the team so that the operators hold the necessary skills, understand contact centre priorities and feel valued and are motivated.
- To ensure that support is available for continual coaching, mentoring and training of staff and providing support throughout the process.
- Maintain close links with the Resource Management Unit to assist with the planning and management of the allocation of overtime and staff abstractions in accordance with FCCO Policies and procedures.
- Provide information for the team about the Force, branch, room, and shift performance on a regular basis.
- Assist with recruitment and selection where appropriate.
- Investigate and respond to public complaints against members of staff ensuring learning for an individual is recorded and developed, and appropriate service recovery is carried out in line with GMP's core principles.
- Plan and effectively manage staff resources within the shift to ensure that there is sufficient cover for the radio positions at all times.
- In line with the Incident Summary queues, take responsibility through proactively reviewing all incidents and regularly liaising with District Supervisors as per the Incident Response Policy.

- Liaise with District supervision as necessary to ensure that resources are balanced between servicing incident demand and progressing their ongoing crime enquiries.
- Quality assure incident records contain appropriate information according to national incident recording standards and Incident Response policy, including appropriate finalising codes for crime recording purposes.
- Oversee the effective utilisation of District resources attending incidents.
- Make proportionate decisions based on changes in threat, harm, investigation, vulnerability, and engagement (THRIVE).
- Make proportionate decisions based on THRIVE to close incidents that do not require police attendance through the Dispatch system.
- Manage the first phase of the Incident Escalation Procedure within the Incident Response Policy and re-grade incidents so that an appropriate response is given through the Dispatch system.
- Facilitate applications for call and radio recording when District hubs are unable to manage requests for recordings via Digital Voice Recording (DVR).
- Effectively manage the Dispatch team in line with force wide incident demand.
- Audit the incidents and IMU emails sent to the team to ensure that members of staff are making the right decisions and taking the right actions in line with the National Decision-Making Model (NDM), Escalation Policy, THRIVE and CoP Risk Management Principles'.
- Update performance portal with audits in line with the Dispatch Audit System.
- Participate in regular performance meetings with the Senior Leadership Team (SLT).
- Manage incidents in accordance with PLATO plan, pursuit policy, major incident and critical incident plan and escalate to FDO when necessary.
- Provide a means for District resources to access centrally managed resources e.g. Helicopter, Firearms etc.
- Respond to all incidents (planned or spontaneous) and set up gold or silver control processes as appropriate.
- Undertake the role of Force Duty Supervisor (FDS) when appropriate skill set exists.
- Support the FDO and Force Critical Incident Manager (FCIM) as appropriate.
- Carries out activities on behalf of line/senior management in line with responsibilities of the role.
- Attend court as a witness and provide evidence as required.

General duties

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.

- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures, and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To carry out such other duties which are consistent with the nature, responsibilities, and grading of the post.

NOTES

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LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

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Listening to, involving and motivating others to take action and behave with courage and integrity

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Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Supervisor, Dispatch** has been identified as: **A First Line Leader**.

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website:

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PERSON SPECIFICATION
Supervisor, Dispatch
FCCO

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications / Education</u>		
Has a good standard of education (e.g. GCSE or equivalent).	E	AF/I
IT literature including Microsoft Excel, Word and email software.	E	AF/I
<u>Experience</u>		
Experience in a customer service environment.	E	AF/I
Experience of creating, monitoring and managing Incident Records.	E	AF/I
Experience in mentoring colleagues in the workplace.	E	AF/I
Supervisory experience or appropriate training. *	D*	AF/I
Experience in the use of GMP & National intelligence, monitoring, and updating systems. *	D*	AF/I
Experience of recruitment and selection.	D	AF
Experience of carrying out performance and attendance management. *	D*	AF/I
Experience of working in gold and silver command situations. *	D*	AF/I
Experience in a communication role within an emergency operational environment.	D	AF
<u>Knowledge</u>		
Knowledge and experience of systems used in a Contact Centre.	E	AF/I
Understanding of Data Protection Act.	E	AF/I
Understanding of the Home Office Counting Rules for Recorded Crime and the National Crime Recording Standard.	E	AF/I
Understanding of the Incident response policy, National Call Handling Standards, and National Standard of Digital Communications. *	D*	AF/I

<u>Other</u>		
Has achieved a good attendance record.	E	AF(E)
Prepared to work shifts on a 24-hour, 7-day rotating shift pattern.	E	I
Willing to undertake training consistent with the post.	E	AF

Key

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GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Team 3 Operator
DEPARTMENT/DIVISION/BRANCH:	Force Contact, Crime & Operations Branch (FCCO)
SECTION/UNIT:	Force Operations Unit
GRADE:	E
RESPONSIBLE TO:	Supervisor, Dispatch
RESPONSIBLE FOR:	N/A
AIM OF JOB:	To provide an efficient and effective dispatch service to GMP and its community. Monitor and update all systems associated with Dispatch, Incident Management Unit (IMU) inboxes and Police National Computer (PNC) updates.

MAIN DUTIES AND RESPONSIBILITIES

- Match available resources to incidents, directing and deploying operational officers.
- Ensure incidents are allocated within branch target times dependant on deployable resources.
- Be aware of available operational resources and their deployability.
- Monitor all new incidents received for the attention of the Districts and effectively deploy resources, providing any relevant information/intelligence, in accordance with the Incident Response Policy including Cross Border deployability.
- To provide effective management of Police pursuits in line with the policy applicable at the time.
- Monitor Automatic Number Plate Recognition (ANPR) systems and comply with National and GMP requirements in relation to recording of actions taken.
- Monitor Overt and Covert Tracking technologies and coordinate the appropriate response as outlined in the relevant Operational plan or Force guidance.
- Manage the allocation of resources to public order, pursuit, and firearm incidents in line with current policies and procedures.
- Carry out incident background checks using Police National Computer (PNC) and other GMP resources and inform operational officers of the findings.
- Update the PNC in compliance with National Guidance and GMP requirements, including aircraft in distress.
- Accurately record on GMP systems all relevant information passed by the public and police resource, ensuring incidents are updated in accordance with National Standards for Incident Recording (NSIR), National Crime Recording Standards (NCRS) and relevant force policies, ensuring national standards are achieved and Force policies complied with.
- Monitor appropriate Force and inter-Force/agency radio channels and comply with appropriate resilience testing as necessary.
- Monitor the welfare of all officers by responding to radio transmissions and carrying out periodic checks on officers dispatched to incidents.

- Respond to Airwave emergency activations.
- Monitor the Force email account (IMU) and GMP/National/broadcast systems, prioritising tasks appropriately creating incidents where required. To complete the circulation of all missing persons reported to GMP, using the relevant systems, including the completion of a full initial risk assessment and risk setting for each one.
- Operate the PNC broadcast function as directed and in line with National and GMP requirements.
- Conduct advanced searches on systems such as PNC, ANPR and tracking technologies to support investigations and in line with current guidelines (GMP or National).
- To support the Force Duty Officer (FDO) as directed by Force Duty Supervisor (FDS).
- Access other resources, specialist units or the emergency services to help operational officers.
- Manage the allocation of resources to public order, pursuit and firearm incidents in line with current policies and procedures.
- Act as liaison between GMP and the Mental Health Tactical Advice Service (CRT).
- Act in accordance with the Data Protection and Computer Misuse Act and Police National Computer requirements.
- Carry out incident background checks using PNC and other GMP resources and inform operational officers of the findings and any bail terms etc.
- Make telephone calls to external agencies where appropriate e.g. local councils.
- Provide support facilities dealing with low-risk checks and enquiries.
- Manage public expectations through contacting aggrieved parties to inform of delays or to get further information (in line with the current GRP service level agreement).
- Access other resources, specialist units or the emergency services to help operational officers.
- Attend court as a witness and provide evidence when required.
- Responsible for daily self-briefing on all appropriate systems and attend any scheduled briefings.
- Carry out National Mobile Property Register (NMPPR) checks for patrols.
- To provide information on incident status to authorised staff.
- To operate contingency / resilience procedures as directed.
- Have a working knowledge of PLATO, critical incident and GMP major incident plans and escalate to supervision when necessary.
- To support Team 1 Dispatch where required according to skill set.

General duties

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
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maintaining data quality and security and have appropriate processes in place to monitor compliance.

- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

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- Middle
- Senior

The **Team 3 Operator** has been identified as: **A Peer Leader**.

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PERSON SPECIFICATION
Team 3 Operator
FCCO

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications / Education</u>		
Has a good standard of education (e.g. GCSE or equivalent).	E	AF/I
IT literature including Microsoft Excel, Word and email software.	E	AF
<u>Knowledge, Skills and Abilities</u>		
Knowledge of Data Protection Act.	E	AF/I
Able to remain calm and focused under pressure.	E	AF/I
Good written and verbal communication skills and able to communicate instructions and decisions effectively.	E	AF/I
Ability to gather information from a range of sources to understand situations, making sure it is recorded accurately.	E	AF/I
Understanding of police systems and processes.*	D*	AF/I
Knowledge of criminal and civil law / police powers and responsibilities. *	D*	AF/I
Knowledge of Greater Manchester Police Incident Response Policy. *	D*	AF
Knowledge and experience of systems used in an operational communications room. *	D*	AF
Knowledge of National Crime Recording Standards. *	D*	AF

<u>Training/Experience</u> Experience in a busy customer service environment. Experience of working as part of a team to achieve performance measures. Experience of giving advice and resolving problems to a satisfactory conclusion in line with policy. Experience in dealing comfortably with members of the public. Maintains skills and knowledge of strategic priorities, local issues and intelligence. * Experience in the use of GMP & National intelligence, monitoring, and updating systems such including, ANPR, PNC, Shark. * Experience of working in gold and silver command situations. * Experience in an emergency operational environment. * Trained in pursuit management. *	E E E E D* D* D* D* D*	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I
<u>Other</u> Has achieved a good attendance record. Prepared to work shifts on a 24-hour, 7-day rotating shift pattern. Willing to undertake training, particularly in new technology and procedures.	E E E	AF(E) AF/I AF

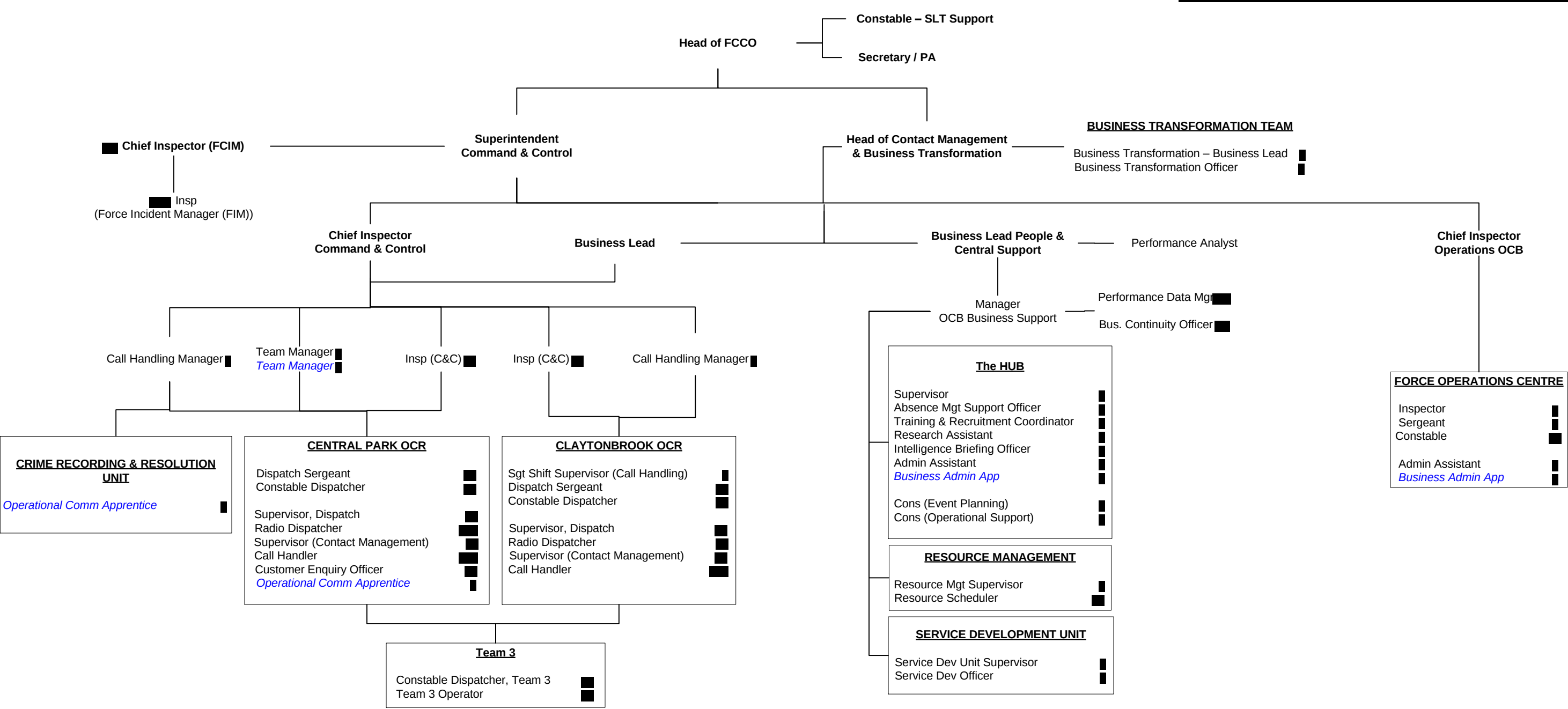
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Force Contact, Crime and Operations (FCCO) Branch



KEY

Posts in blue italics are temporary GMP funded.

Posts in red italics are temporary externally funded posts.

