



ROLE PROFILE

Role Title	Control Operator	Reporting to	Control Supervisor
Section	RSSS Operations	District/Department	Regional Scientific Support Services
Tenure		Rank/Grade	Scale 4

Part A – JOB DESCRIPTION

Overall purpose of role	Provide a comprehensive and efficient forensic assessment and deployment service, ensuring the most appropriate response to real time incidents, in accordance with legal and regulatory requirements.
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Key outputs for role –	
<ol style="list-style-type: none"> 1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes. 2. Take Initiative to adapt to an ever-evolving environment whilst maintaining ongoing evidence of Continuous Professional Development (CPD) and ensure compliance with competency requirements of the role in accordance with the Quality Management System (QMS). 3. Ensure all activities are undertaken in line with the departmental QMS including any Standard Operating Procedures (SOP) and supporting audits and assessments to ensure organisational conformance with standards required by the Forensic Science Regulator (FSR). 4. Review requests for service and create RSSS incidents, ensuring details are accurately and contemporaneously recorded, and processed correctly in support of high-quality service delivery. 5. Assess the needs of investigators and victims of crime to enable appropriate prioritisation of incidents in accordance with decision making procedures, ensuring rationale is fully recorded in a manner that can be clearly understood by others. 6. Continually manage live incidents whilst deploying the most appropriate RSSS resource in a timely manner, keeping investigators and victims updated as necessary ensuring details are accurately and contemporaneously recorded, and processed correctly in support of high-quality service. 7. Receive calls directly from members of the public and police colleagues, providing a customer focussed interface between RSSS and the public, fielding queries as necessary by using a range of communication methods and remote technologies to elicit further information. Identify forensic opportunities and provide scene preservation advice to maximise the effectiveness of RSSS deployments 8. Proactively monitor and respond to any call of assistance from deployable resources, maximising the use of mapping and duties systems to ensure the location and status of RSSS resources are always known. Interrogate police systems to carry out appropriate safety checks, ensuring operational colleagues have access to relevant information. 9. Mentor and support other control room colleagues where appropriate such as demonstrating systems and methods of working, providing advice, and peer reviewing work to assist in the development of the department. Providing constructive feedback to the Control Room Supervisor to ensure quality standards are maintained in line with expectations of the role, Standing Operating Procedures (SOP's) and Quality Management System (QMS). 	

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)

- RSSS Control service is mainlined 24/7 through a designated shift pattern including weekend, bank holiday and night working. RSSS Control deal with between 100 and 200 incidents per day, making and receiving a similar number of telephone calls.
- Working, and adapting to an innovative constantly changing environment which is governed by complex legislation and national standards, e.g. Standing Operating Procedures, ISO accreditation, Forensic Regulators Codes of Practice.
- Use of Technical systems used to include but not limited to command and control and crime systems used by different regional police forces, for example, Socrates, SmartStorm, Pronto Manager, MS office, ICCS, CARM Duties, GPS mapping, Airwave, GoodSam and ESMCP.
- To ensure compliance with relevant international and regulatory standards (e.g. ISO 17020/25, FSR Codes, etc).

Work/Business contacts

Internal: Police officers and staff of all ranks to provide information appropriate to the nature of the matter being dealt with.

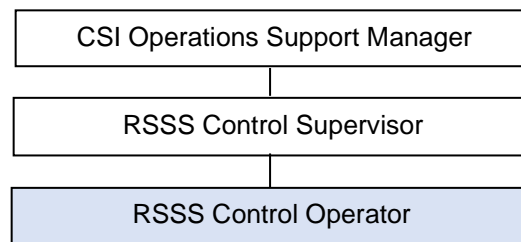
External: Members of the public to arrange resource attendance, other police force control rooms, vehicle recovery operators, other emergency service providers and government departments/agencies.

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
<ul style="list-style-type: none"> • A working knowledge and ability to operate computerised systems such as databases. 	Essential
<ul style="list-style-type: none"> • Excellent communication skills both verbal and written, with the ability to deal with challenging customers using empathy and understanding. 	Essential
<ul style="list-style-type: none"> • Ability to work in a busy 24/7 operational department, adapting to challenging circumstances whilst multitasking and maintaining concentration and accuracy. 	Essential
<ul style="list-style-type: none"> • Ability to complete Forensic Awareness training. 	Essential
<ul style="list-style-type: none"> • Demonstrate the ability to complete training and competently operate command and control, integrated communications, and multiple other IT systems. 	Essential
<ul style="list-style-type: none"> • Experience of working within a communications or control room environment 	Desirable
<ul style="list-style-type: none"> • Basic awareness of procedures and practices in relation to deployment of RSSS resources. 	Desirable
Other (Physical, mobility, local conditions)	
<ul style="list-style-type: none"> • Ability to equitably contribute to the designated 24/7 shift pattern including weekend, bank holiday working and night duty as outlined in the departmental shift pattern. This may require on occasion sole responsibility for maintaining service provision. 	Essential
<ul style="list-style-type: none"> • Required to work from separate 'fallback' sites across West Yorkshire as reasonably required 	Essential
<ul style="list-style-type: none"> • Due to the nature of the role, must provide biometric samples (fingerprints and DNA) as required to ensure ongoing inclusion on the relevant elimination databases for policing purposes. 	Essential

Expertise in Role - After initial development - Level 2

- Completed all required IT training and developed detailed knowledge and experience of all systems used within the CSI Control Room (e.g. Storm, ICCS, Socrates, Airwave, GoodSam).
- Completed Forensic Awareness training and able to make sound triage decisions.
- Demonstrate good knowledge and practical application of all policies and procedures in relation to RSSS deployment assessment and advice.
- Good knowledge of tasks performed by various departments across RSSS.
- Signed off for independent working as per department procedures.

Structure



PART B – COMPETENCIES & VALUES

Competency and Values Framework –

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 1

Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Seen as a role model by others, evidences positive behaviours and consistently meets objectives.
- Acts as a formal mentor for the development of other colleagues.
- Delivers training to police colleagues or other external contacts.
- Participates in Quality Assessments, and UKAS assessments.
- Undertakes project work, tasks or additional responsibilities to benefit the department.

PART D - ACCESS & VETTING

Standard IT Access	Default and Intelligence
Police Building (Perimeter and Zone access)	Perimeter access to all police buildings
Vetting Level	Recruitment vetting
Date accepted as a role profile	26 th August 2022