



Role Title	Flight Dispatcher	Reporting to	Flight Duty Officer
Section	NPAS Ops Centre	District/Department	National Police Air Service
Tenure		Rank/Grade	Scale 4

Part A – JOB DESCRIPTION

Overall purpose of role	To ensure the efficient and safe deployment of air assets by receiving, recording and communicating information regarding requests for specialist air provision maintaining the trust and confidence of aviation staff and customers nationwide
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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. Safe and effective dispatch and monitoring of air support assets to deliver an efficient and effective national service3. Work with the Operations Centre Manager and Flight Duty Officer to seek continuous improvement in service quality, fully adopting the principles of the 'Just Culture' to review service delivery, processes and training to ensure compliance with new and existing legislative requirements.4. Develop and maintain relations with internal and external partners, by managing and prioritising calls, ensuring NPAS effectively supports force's delivery of PCC crime and policing plans, and responses to strategic threat harm and risk assessments at a local, regional and national level.5. Implement the NPAS Active Fleet Plan under the direction of the Operations Room Inspector and Flight Duty Officer to ensure its timely and wide distribution, maintaining management situational awareness. This will take full account of organisational risks and emerging potential hazards in order to improve safety performance within the NPAS Safety Management System6. Control incidents effectively, listening to talk groups, monitoring and updating Incident Logs, conveying information to NPAS personnel, the Flight Duty Officer and police force/agency clients in a timely manner, actioning instructions given, providing the best service delivery to the public whilst having regard to the health and safety of attending staff and others involved. This will include referring re-grading requests to the Flight Duty Officer, and identification of critical/major incidents, in accordance with NPAS Standard Operating Procedures7. Operate and interrogate police computerised systems in line with legislative and policing guidelines, liaise with police force clients, other emergency service providers and other government departments/agencies as required to provide accurate information and intelligence to air support staff maximising their operational benefits.8. Answer calls from police force clients, other emergency service providers and other government departments/agencies, recording and communicating information to provide the caller with the most appropriate response and keeping callers updated where necessary, to ensure the best possible customer service.9. Proactively manage the performance, attendance and wellbeing of police officers and police staff against the required standards to ensure they are dealt with and supported in accordance with the correct policies and procedures10. When required to do so as part of activation of the Force Business Continuity Plan undertake dispatch duties in the West Yorkshire Force Operations Facility.	

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

- A diverse range of demands for specialist air support from police forces and agencies nationwide to minimise the threat, harm and risk to members of the public.
- The post holder will deal with contact from police force clients, other emergency service providers and other government departments/agencies officers through a variety of means, this will range from spontaneous events triggered by telephone calls, radio/airwave transmission and incident transfers to pre-planned events requiring the coordination of air assets under the supervision of the Flight Duty Officer.
- In order to maintain an effective and safe service, business continuity must be maintained at all times, requiring flexibility and multi-tasking of despatching, call handling and call taking when necessary.
- CAA Regulations
- NPAS Collaboration Agreement
- NPAS Operations Manual
- NPAS SOPS
- West Yorkshire policies, procedures and practices relevant to the role

Work/Business contacts

Internal: All NPAS staff, particularly Base Managers and crew, Regional Managers and the Senior Leadership Team

External: Police Force clients and their policing bodies, CAA, NATS, Service Providers, Military, other emergency service providers and other government departments/agencies

Expertise in Role Required (At selection - Level 1)**Essential or Desirable**

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| • Working knowledge of and ability to operate computerised systems such as databases | Essential |
| • Knowledge of procedures, policies and practices in relation to police aircraft deployment and flight monitoring | Desirable |
| • Experience of working within a communications or control room environment | Desirable |
| • Understands and has worked in compliance with CAA regulations | Desirable |
| • Excellent communication skills both verbal and written dealing with challenging customers with empathy and understanding | Essential |
| • Basic knowledge of relevant Data Protection and Health and Safety legislation | Desirable |

Other (Physical, mobility, local conditions)

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| • Required to work shifts in accordance with departmental working patterns | Essential |
| • Willingness to work at such other locations as may be reasonably required | Essential |

Expertise in Role - After initial development - Level

- Detailed knowledge of all systems used within the Communications systems (e.g. ICCS, Niche etc)
- Detailed knowledge and application of relevant CAA Regulations, NPAS Operations Manual, policies and Standard Operating Procedures Has successfully completed all Communications Training packages
- Detailed knowledge of NPAS Operational structure
- Developed operational and logistical knowledge in the assessment and deployment of air assets

Structure

Operations Centre Manager



Flight Duty Officer



Flight Despatcher

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)

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PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter Access to Police Buildings where based
Vetting Level	Recruitment Vetting
Date accepted as a role profile	2016