

## SOUTH WALES POLICE ROLE PROFILE



<b>Role Title:</b>	PSC Operator	<b>BCU/Department:</b>	K – Specialist Operations
<b>Role Title (If Applicable)</b>	Public Service Centre Operator	<b>Sub Department:</b>	Public Service Centre
<b>Role Profile Ref:</b>	01-PSC-SO	<b>Location:</b>	South Wales Police Headquarters, Bridgend
<b>Grade:</b>	Scale 3/5 Plus 20% shift allowance preset into the salary. Weekend Enhancements to be claimed as and when worked	<b>Security Vetting:</b>	Basic
<b>Responsible To:</b>	Public Service Centre Supervisor	<b>Specific Health Criteria :</b>	Hearing Test
<b>Responsible For:</b>	N/A	<b>Liaison With:</b>	Police Officers, Police Staff, External Organisations, Agencies and Partnerships, Public

### ROLE PURPOSE AND RESPONSIBILITIES

<b>ROLE PURPOSE</b>	<p>To receive and disseminate information including emergency 999 calls via operating systems (NSPIS and Niche) telephone, and radio.</p> <p>To receive reports of incidents and crime from other emergency services, members of the public and police personnel and accurately record details on the NSPIS or Niche RMS system.</p> <p>To manage occurrences by listening, questioning and evaluating by applying threat, risk, harm, and vulnerability principles, case screening, linking, dispatching police resources or finalisation.</p> <p>Record information accurately onto computer systems.</p>
<b>MAIN RESPONSIBILITIES</b>	<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• To undertake associated administrative</li> <li>• To operate associated machinery/equipment which may include associated information systems and telephones, within specialist units/departments</li> </ul>

	<b>Advice and Guidance</b>
	<ul style="list-style-type: none"> <li>• Give advice and guidance to customers, on the phone, face-to-face and electronic, on related area of work following standard procedures</li> <li>• Investigate problem/issue(s) and provide appropriate solution(s)</li> <li>• Provide adequate support to users as directed</li> <li>• May involve operating force information systems in response to emergency calls in accordance with force protocols and procedures</li> <li>• May involve taking and/or advising on appropriate action within remit</li> <li>• May involve responding to escalated queries from members of the public</li> </ul>
	<b>Customer Service and Representation</b>
	<ul style="list-style-type: none"> <li>• To present a positive image and service to both internal and external customers</li> <li>• Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service</li> <li>• Maintain confidentiality in relation to data protection issues and Management of Police Information (MOPI) standards</li> </ul>
	<b>Organisation/Planning</b>
	<ul style="list-style-type: none"> <li>• Plan and organise allocated own work</li> <li>• Co-ordinate with other team members</li> <li>• Carry out a range of specialist technical/investigative tasks to time and quality standards</li> <li>• Gather information from the client/client group to investigate and analyse need</li> <li>• Develop and agree a course of action covering the short and medium term</li> </ul>
	<b>Processes</b>
	<ul style="list-style-type: none"> <li>• To follow, create and amend processes for use by self and others.</li> <li>• Adapt and refine work practices and procedures in own area.</li> </ul>
	<b>Record Keeping</b>
	<ul style="list-style-type: none"> <li>• Create, store, maintain, retrieve and update records/data both manual and electronic on a local and national systems</li> <li>• Keep and submit records as required by Force procedure</li> <li>• Compile &amp; submit / present records and reports in accordance with SWP policies &amp; procedures</li> </ul>
	<b>Research and Investigation</b>
	<ul style="list-style-type: none"> <li>• To gather and collate information for use by self and others</li> <li>• To carry out investigations of relevant problems, queries and/or situations</li> <li>• Follow-up enquiries as directed</li> </ul>
	<p>In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.</p>

## PERSON SPECIFICATION

<b>Qualifications:</b>	<b>Essential</b> Good standard of education of achievement to at least GCSE English & Maths or demonstrate equivalent skills and abilities.
<b>Skills:</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Must be computer literate and proficient in Microsoft applications</li> <li>• High Standard of keyboard skills including good speed and accuracy</li> <li>• Experience of dealing with the public using tele-communications systems.</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>• Welsh language - a number of 'Welsh Essential' posts are required</li> <li>• Welsh language operators must be able to demonstrate that they can converse in the medium of Welsh to members of the Public and subsequently record the information in the medium of English on the associated systems.</li> </ul>
<b>Knowledge:</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Experience of dealing with the public</li> </ul>
<b>Personal Qualities</b>	<b>Serving the public</b> Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests Understands the expectations, changing needs and concerns of different communities and strive to address them Builds public confidence by talking to people in local communities to explore their viewpoints and break down barriers between them and the police Understands the impact and benefits of policing for different communities and identifies the best way to deliver services to them Works in partnership with other agencies to deliver the best possible overall service to the public  <b>Professionalism</b> Acts with integrity, in line with values of the Police Service Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations Acts on own initiative to address issues, showing a strong work ethic and putting in extra effort when required Upholds professional standards, acting honestly and ethically and challenges unprofessional conduct or discriminatory behaviour Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required  <b>Openness to Change</b> Positive about change, responding flexibly and adapting to different ways of working Finds better, more cost effective ways to do things, making suggestions for change Takes an innovative and creative approach to solving problems Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge  <b>Service Delivery</b> Understands the organisation's objectives and priorities and how work fits into these Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes

	<p>Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well          Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate</p> <p><b>Decision Making</b>          Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations          Considers a range of possible options before making clear, timely, justifiable decisions          Reviews decisions in light of new information and changing circumstances          Balance risks, costs and benefits, thinking about the wider impact of decisions          Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest</p> <p><b>Working with others</b>          Works co-operatively with others to get things done, willingly giving help and support to colleagues          Is approachable, developing positive working relationships          Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively          Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations          Is courteous, polite and considerate, showing empathy and compassion          Deals with people as individuals and address their specific needs and concerns          Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non judgemental approach regardless of their background or circumstances</p>
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South Wales Police is a public funded body who provide a 24 hour, 7 day week service, who expects high levels of performance from individuals, including attendance, therefore those individuals should be prepared to be flexible in their approach to working hours.

Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service.

Individuals will be required to attend all necessary and relevant training in respect of their role.

Individuals will be expected to be vetted to the required standard for the role.

Individuals must maintain safe working practices for self and others in accordance with South Wales Police Statement of Policy on Health and Safety and be responsible for identifying all risk management issues arising out of work duties and taking appropriate action.

Individuals will be subject to annual appraisal, which will incorporate a review of the post holder's performance against the competencies and accountabilities for the role.

It is a condition that all individuals maybe required to work anywhere in the area of South Wales Police that would stand the test of reasonableness as may be directed.

All individuals of South Wales Police must display the qualities to be able to work in an organisation with minority groups and provide service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They

must display no evidence of the likelihood to contribute in any way to work place bullying or any other form of discriminatory behaviour.

### Method of assessment

The method of assessment will consist of shortlisting, formal interview, or where applicable, other assessment. When selecting, competencies may be assessed at every stage of the selection process or in specific areas only (for example qualifications may be assessed at shortlisting stage but not at interview stage). For the purposes of this role, the matrix below details what parts of the selection process each competency will be assessed at.

	<b>Shortlisting</b>	<b>Interview</b>	<b>Other assessment</b>
Qualifications	X		
Skills	X		X
Knowledge	X		X
Personal Quality – Serving the Public		X	X
Personal Quality – Professionalism		X	
Personal Quality – Openness to Change		X	
Personal Quality – Service Delivery	X		X
Personal Quality – Decision Making		X	X
Personal Quality – Working with Others	X		