

JOB & PERSON SPECIFICATION

Grade: Command and Dispatch Controller

Department: The Royal Gibraltar Police

Responsible to: Commissioner of Police

JOB PROFILE

To provide a professional dispatch and incident resolution service on behalf of the Force, and dispatch the most appropriate resource first time, prioritising incidents and allocating resources based on risk and importance. Co-ordinate the initial response to, and the on-going management of incidents using a range of systems.

Key Accountabilities - (This section details the key responsibilities required of the role)

- Receive, critically assess and respond to incoming telephone calls from the public as a first point of contact, maintaining high levels of customer service, manage customer expectations and meet organisational customer service standards and take appropriate action.
- Identifies the purpose and nature of each contact by eliciting relevant and sufficient information to enable an accurate and timely assessment of appropriate means of resolution.
- Prioritises incidents, assesses risk and identifies the appropriate action to provide a resolution or determine the appropriate agency, deployment grading and priority of calls in order to direct officers and resources according to priorities.
- Manages and escalates immediate and high priority incidents effectively, dispatching resources and relays instructions to the ground command, and record progress of the incident to successful resolution to ensure the public is protected and the safety of police resources is maintained at all times.
- Liaises with other emergency services and external agencies to co-ordinate an appropriate response to incidents. Ability to apply the National Decision Model, JESIP principles and Pre-determined Plans when required.
- Manages customer expectations regarding the service that can be provided by giving advice and taking appropriate action.
- Contribute to the initial response to and subsequent co-ordination of the Force's continuing reaction to critical incidents (JESIP) and implement relevant Action Plans in response to incidents. Monitors interoperability arrangements and provides effective communication throughout to ensure incidents are resolved appropriately.
- Operates a range of communication systems including the police radio, computer and telephone to communicate with officers in the resolution of incidents and promote high levels of customer service. Uses Force Social Media to relay appropriate messages and to reassure the public in a timely manner.
- Maintains accurate records of relevant information using appropriate systems to ensure an audit trail and to measure and improve performance. Uses a variety of applications and systems to maintain and update incident records, audit trails and resource availability to measure and improve performance.
- Justify and professionally account for actions and outcomes to ensure adherence to legal frameworks and key working principles, policies and guidance.

All RGP staff are expected to understand and act within Our Code of Ethics and Competency and Values Framework (CVF).

OUR CODE OF ETHICS

Policing principles	Standards of professional behaviour	
<p>Accountability You are answerable for your decisions, actions and omissions.</p> <p>Fairness You treat people fairly.</p> <p>Honesty You are truthful and trustworthy.</p> <p>Integrity You always do the right thing.</p> <p>Leadership You lead by good example.</p> <p>Objectivity You make choices on evidence and your best professional judgement.</p> <p>Openness You are open and transparent in your actions and decisions.</p> <p>Respect You treat everyone with respect.</p> <p>Selflessness You act in the public interest.</p>	<p>1. Honesty and integrity I will be honest and act with integrity at all times, and will not compromise or abuse my position.</p> <p>2. Authority, respect and courtesy I will act with self-control and tolerance, treating members of the public and colleagues with respect and courtesy.</p> <p>I will use my powers and authority lawfully and proportionately, and will respect the rights of all individuals.</p> <p>3. Equality and diversity I will act with fairness and impartiality. I will not discriminate unlawfully or unfairly.</p> <p>4. Use of force I will only use force as part of my role and responsibilities, and only to the extent that it is necessary, proportionate and reasonable in all the circumstances.</p> <p>5. Orders and instructions I will, as a police officer, give and carry out lawful orders only, and will abide by Police Regulations.</p>	<p>I will give reasonable instructions only, and will follow all reasonable instructions.</p> <p>6. Duties and responsibilities I will be diligent in the exercise of my duties and responsibilities.</p> <p>7. Confidentiality I will treat information with respect, and access or disclose it only in the proper course of my duties.</p> <p>8. Fitness for work I will ensure, when on duty or at work, that I am fit to carry out my responsibilities.</p> <p>9. Conduct I will behave in a manner, whether on or off duty, which does not bring discredit on the police service or undermine public confidence in policing.</p> <p>10. Challenging and reporting improper behaviour I will report, challenge or take action against the conduct of colleagues which has fallen below the standards of professional behaviour.</p>

COMPETENCY AND VALUES FRAMEWORK (CVF)



The CVF aims to support all policing professionals and sets out recognised behaviours and values which provide a consistent foundation for a range of processes. This framework ensures that there are clear expectations of everyone working in policing which in turn will lead to standards being raised for the benefit and safety of the public.

The CVF has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice. The table below highlights the levels for this role.

[Click here](#) to access the Competency and Values Framework (CVF) document.

Resolute, compassionate and committed	
We are emotionally aware Level 1	We take ownership Level 1
Inclusive, enabling and visionary leadership	
We are collaborative Level 1	We deliver, support and inspire Level 1
Intelligent, creative and informed policing	
We analyse critically Level 2	We are innovative and open-minded Level 1

Vetting Level Required:

Recruitment Vetting (RV)

This is the initial Vetting level for Police Officers & Support Staff & must be preceded by "Authentication". It is the minimum level of check acceptable for police personnel, designed to provide a level of assurance as to the trustworthiness and integrity of individuals whose work gives them unsupervised access to police premises. Access to assets and information classified up to 'Official-Sensitive' and occasional access to 'Secret' **Valid for 10 years**

Counter Terrorism Check (CTC)

CTC is a requirement for all personnel, including personnel, whose work involves proximity to public figures assessed to be at particular risk from terrorist attack, or who have access to premises, information or material assessed to be of value to terrorists. It allows access up to 'Official-Sensitive' national security assets and occasional 'Secret'. **Valid for 10 years**

PERSON SPECIFICATION – COMMAND AND DISPATCH CONTROLLER

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications:	<p><i>Five GCSE (or GCE 'O' Level) passes at A, B or C grade, or CSE grade 1, two of which must be in English Language and Mathematics or;</i></p> <p><i>A full GNVQ (Intermediate), BTEC (Intermediate) or (First Diploma) together with two GCSE (or GCE 'O' Level) passes at A, B, or C, or CSE grade 1 in English Language and Mathematics or;</i></p> <p><i>Two GCSE (or GCE 'O' Level) passes at A, B or C, or CSE grade 1, two of which must be in English Language and Mathematics, and have completed 18 months' service as an Administrative or Secretarial grade or;</i></p> <p><i>A valid pass in the Royal Gibraltar Police Online Entrance Exam</i></p>	Relevant accredited qualifications at degree level or higher.
Experience:	<p>Awareness of the GDPR. May hold typing/keyboard and/or IT qualifications.</p> <p>Experience in the use of telephone and radio equipment.</p> <p>Previous experience in a customer service environment.</p> <p>Experience in working in an environment dealing with challenging or vulnerable people.</p> <p>Previous experience of dealing with people, often in confrontational or delicate / distressing situations.</p>	
Knowledge:	<p>Maintain up-to-date knowledge and understanding of all applicable guidance relating to information, intelligence and call handling best practice.</p> <p>Maintain knowledge of applicable legislation and guidance on the handling of information and intelligence.</p> <p>Undertake all mandatory refresher training relating to information handling legislation. Maintain a working knowledge of new approaches to call handling, including dealing with difficult and harrowing situations.</p>	

<p>Key Skills and Behaviours:</p>	<p>Effective communication skills – to be able to adapt their communication style to the situation, able to listen to others and respond in a calm, empathic and reassuring manner.</p> <p>Able to produce concise reports or other documents.</p> <p>Good keyboard skills and able to use standard and Force IT packages, systems and/or databases to fulfil role requirements.</p> <p>Able to breakdown problems into component parts and determine appropriate action.</p> <p>Able to interpret and apply guidance to a specific activity.</p> <p>Work effectively in a team to achieve shared objectives, demonstrating an awareness of individual differences and providing support as required.</p> <p>Able to review own performance objectively and take steps to maintain and enhance competence and professional standards appropriate to the role.</p> <p>Able to appropriately prioritise and plan own work.</p> <p>Able to proactively develop effective working relationships with colleagues, partners and other stakeholders.</p>	
<p>Other requirements:</p>	<p>Be able to work shifts, cover a 24/7 response and/or available to work on occasions as required, after normal working hours.</p>	