



## JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

### HMI CATEGORY CODE:

**DIRECTORATE:** Response & Resolution & Matrix

**AREA/DEPT:** Response & Resolution

**FAU:**

**SECTION:** Dispatch Resolution Unit

**JOB TITLE:** **DISPATCH RESOLUTION OFFICER**

**REPORTS TO:** Dispatch Resolution Supervisor

**CURRENT RANK/GRADE:** **D**

**DATE:** February 2022

**1. JOB PURPOSE:** (Briefly state your job's overall objectives. To.....")

To take command and control responsibility for incident management and deployment of police resources, being cognisant of threat, harm, risk and vulnerability, to incidents that require the attendance of police resources.

Providing the public who contact Merseyside Police with a risk assessed dispatch service in response to requests for assistance.

**2. PRINCIPAL ACCOUNTABILITIES:**

(Describe the important end results you are expected to achieve).

- a) Take command and control responsibility for the dispatching and management of police resources to incidents that require the attendance of police employees.
- b) Managing threat, harm, risk and vulnerability, deploy relevant resources to effectively achieve these force and public expectations, to ensure an appropriate response.
- c) Support police employees in preserving the peace, reducing harm, and bringing resolution to incidents that have police resources dispatched to in a safe, timely and professional manner. Using knowledge of the organisation, help identify appropriate resources that can assist dispatched staff in these aims, including the resources of partner agencies where appropriate.

- d) Oversee the initial and on-going response to operational policing matters being managed on the force command and control system, ensuring a measured and controlled response, effective incident management and providing relevant support to police officers as and when required.
- e) Operate Storm Command & Control system, Airwave radio and telephony system (ICCS), ARLS and any other force system in place to assist the role in accordance with force policy and protocols to ensure relevant systems are used to receive and record information and manage police resources.
- f) Where appropriate, interrogate Force systems to complete checks as and when required to assist operational officers in their response to incidents to ensure all relevant information is available to assist operational officers and inform them in the course of their duty.
- g) To be able to receive, manage and risk-assess emergency (999) and Non-Emergency calls and ensure they are dealt with in an efficient and effective manner ensuring force and public expectations are achieved, to meet demand and protect emergency performance.
- h) Ensure all incidents are managed in accordance with NSIR, NCRS and relevant force policies to ensure National Standards are achieved and Force policies complied with, whilst applying the National Decision Making Model (NDMM) to determine and implement an appropriate and prioritised police response based on the identified threat, harm, risk and vulnerability, related to the victim, offender or location referred to in the incident, in line with the Graded Response Policy.
- i) Ensure all data is accurately recorded in line with national and force policy and procedure.
- j) Undertake all responsibilities relating to information management, data quality and information sharing, intelligence and information security to ensure accordance with the Authorised Professional Practice (APP) on Information Management, issued by the College of Policing.

### **3(a) KNOWLEDGE AND EXPERIENCE:**

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

A thorough operational knowledge of policies and procedures in relation to firearms, major and critical incidents to ensure an effective and professional response to such incidents.

Be able to display operational competency in pursuit management to ensure an effective and safe response.

Understand the type of situations that officers deal with, and apply the skills and knowledge to react in accordance with these situations

The post holder must be self-motivated and have an ability to work as part of a team, and be able to work without close supervision, to achieve the highest professional standards.

A thorough understanding of the Graded Response Policy to ensure force policy is adhered to.

An excellent operational knowledge of radio communication procedure.

An excellent understanding of the NDMM, HOCR, NSIR and NCRS and force policies and procedures including Business Continuity Planning requirements to ensure incidents are recorded correctly to ensure compliance.

To be computer literate with an ability to demonstrate use of force IT systems necessary to perform day to day duties.

Excellent communication skills, notably questioning and listening skills, and the ability to make sound decisions based on threat, harm, risk and vulnerability to gather and disseminate information accurately to ensure an effective response.

Experience of dealing with members of the public, especially being able to reassure victims in an empathetic manner to ensure victims are dealt with professionally and provided with reassurance throughout.

Knowledge of force crime recording system to ensure crimes and incidents are recorded on Niche for appropriate action and tasking.

The post holder is expected to acquire and maintain (with training) an excellent understanding of organisational goals and strategic aims.

A 'right first time' approach is required and the ability to develop as an individual.

Post holders will be expected to accurately and quickly assess the needs and expectation of the calls and incidents in order that high levels of customer satisfaction can be achieved and an appropriate police response put in place.

Be aware of Official Secrets Act & Data Protection Act and consequences involved in revealing information to ensure information is used appropriately and lawfully.

The post holder is required to maintain their knowledge of relevant policies and procedures impacting on the role to produce a high-quality service knowledge and experience.

The post holder must be self-motivated and have an ability to work as part of a team, and be able to work without close supervision, to achieve the highest professional standards.

**3(b)** (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

**4. RELATIONSHIPS:**

**(a) Supervisory responsibilities:**

None

**(b) Supervision Received:**

The post holder reports directly to Dispatch Resolution Supervisor / Sergeant but will be expected to work with minimum supervision on their own initiative.

**(c) Other Contacts:**

**(i) Within Merseyside Police:**

Depending on the situation all personnel within Merseyside Police across the rank/grading structure and extended police family

**(ii) Outside Merseyside Police:**

Members of the public, partner agencies, public services, local authorities, emergency services or any person requiring assistance from the force.

**5. CONTEXT:**

**(a) Operating Environment:** (Services provided, work patterns, who are the customers).

The post holder works a rotating shift pattern covering 24 hours a day, 7 days a week.

The post holder works in a dispatch control room environment in conjunction with dispatch supervisors, police and police staff, ensuring a professional response to requests for assistance.

The post holder must be able to undertake duties on a flexible shift pattern rota including working on weekends, mornings, evenings and nights, including Bank Holidays in accordance with force policy and operational demand.

- (b) **Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Working within the framework of new and existing policies and procedures set down nationally and locally by the Organisation and relevant to the department - Graded Response Policy, National Standard for Incident Recording, National Crime Recording Standards, Home Office Counting Rules. This list is not exhaustive and can be added to. Policies and Procedures will be regularly updated and adapted

- (c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A

**6. DIMENSIONS:** (Indicate in quantitative terms, key areas on which your job has an impact).

**Financial:** Not Applicable

**Staff:** Not Applicable

**Other:** Working as part of a team deploying police resources. Our customers are varied throughout the 24 hours period. Incidents and crimes can fluctuate in number with a wide range of issues and crime reported regularly.

**7. JOB CHALLENGES:** (Describe the most challenging or complex parts of your job).

Deploying officers to a variety of incidents involving threat, harm and risk to not only themselves but also the victim/informant. Being able to remain focused, calm, competent and professional, to ensure an effective and safe response is afforded to all, whilst being cognisant of graded response policy. The variation and number of incidents means these can and will occur simultaneously. Management of these resources is key and will prove to be the most demanding

**8. ADDITIONAL INFORMATION:**

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

**9. ORGANISATIONAL STRUCTURE:**

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).

**10. AGREEMENT OF QUESTIONNAIRE CONTENT:**

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn