

ROLE PROFILE	RESOURCE DEPLOYMENT OFFICER	 Devon & Cornwall Police
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SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	<p>The principal responsibility of the role is to manage routine and emergency incidents involving members of the public, police and partner agencies, and deploy on duty police resources as required. There is a requirement to multi-task various aspects of the role, in particular:</p> <ul style="list-style-type: none"> • Receiving incoming telephone calls from members of the public, police and other partner agencies in emergency and other situations. • Managing emergency incidents via police radio channels, identifying the most appropriate resources and dispatching them to the incidents, handling multiple incidents as required and prioritising them in line with the grading and deployment policy • In the event of major incidents, ensuring correct policies and procedures are followed in accordance with legislation and codes of practice and relevant departments/agencies are kept informed. • Effectively managing calls to the emergency number (999) • Accurately inputting appropriate information and intelligence received directly onto Force IT Systems in accordance with policy and working practices • Using National Decision Model (NDM) and Threat, Harm, Risk, Investigation, Vulnerability, Engagement (THRIVE) to assess threat, risk and harm • Liaising as appropriate with Police Officers, staff and members of the public and outside/partner agencies such as ambulance, fire, social services and local councils and provides advice and information. • Conducting relevant research and interrogation using a range of Police IT systems in order to support the managing of incidents and the preparation of incident logs. • At times assisting a radio channel, assisting the operator in resourcing and managing the incidents. • Demonstrating a flexible approach to the working day environment due to dynamic demand of the Department <p>Shift work will cover 365 days 24 hours over 7 days</p> <p>In addition there are some functions that are intrinsic to this role. An employer's duty of care and current legislation allows the Force to establish if a potential applicant could carry them out, either with or without reasonable adjustments. These functions are:</p> <ul style="list-style-type: none"> • Working at night • Working with Disturbing Evidence/Observation of Disturbing Circumstances • Working with Vulnerable People • Working in an environment with potential for conflict, violence (verbal/physical) etc. <p>To assist in ensuring applicants would be able to undertake these functions of the role, a medical assessment via a questionnaire will be undertaken and may subsequently require a consultation with the Occupational Health Support Unit.</p>				
Role Type/Family	Police Staff				
Grade	4	Location	Exeter or Plymouth	Vetting Clearance	CTC
Medical Assessment	Enhanced				
Political Restrictions	None specific to this role				
Role-Specific	<ul style="list-style-type: none"> • Induction training 				

Training and CPD to be undertaken.	<ul style="list-style-type: none"> • UNIFI)(STORM)/PNC/Compact/Intranet systems
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SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE *(For selection purposes)*

Formal Qualifications required		
Essential experience and specialist skills and knowledge	<ul style="list-style-type: none"> • Good typing skills (25 wpm) • Excellent oral and written communication skills • Good decision making skills • Ability to plan, organise and multi-task a demanding workload • Demonstrable experience of working as part of a team 	
Essential Behavioural Competencies	<ul style="list-style-type: none"> • Openness to change • Negotiation and influencing • Respect for race and diversity • Team working • Community and customer focus 	<ul style="list-style-type: none"> • Effective communication • Problem solving • Personal responsibility • Resilience

SECTION 3: BEHAVIOURS

Openness to change

C Understands the need for change and is willing to adapt to it. Is flexible and prepared to try out new ideas.

Negotiation and influencing

B Uses logic and reason to influence others. Persuades people by using powerful arguments. Identifies clear aims in negotiations and achieves satisfactory outcomes.

WORKING WITH OTHERS

Respect for race and diversity

A. Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences

Teamworking

C Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.

Community and customer focus

C Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them.

Effective communication

B Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Checks for understanding.

ACHIEVING RESULTS

Problem solving

C Gathers enough relevant information to understand specific issues and events. Uses information to identify problems and draw logical conclusions. Makes good decisions.

Personal responsibility

B Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.

Resilience

A Shows reliability and resilience in difficult circumstances. Remains calm and confident, and responds logically and decisively in difficult situations