



Police Scotland

Role Profile

Rank / Grade:	SPA Grade 4
Role:	Service Advisor
Business Area:	Contact, Command and Control
Reports To (Post Title):	Team Leader
Work Location:	National (Govan, Motherwell, Edinburgh)

Role Purpose

(This section summaries the key function of the role)

To provide the highest possible standard of service to the Public and the Force by responding to all emergency and non-emergency contacts including the provision of advice and assistance, signposting to appropriate services, assessing and recording call information accurately and timeously on relevant systems and deciding on the initial police response that is required.

Key Accountabilities

(This section details the key responsibilities required for the role)

1. To receive, assimilate and action information relating to all emergency (999) and non-emergency contacts from the public, internal and external customers via voice or digital methods demonstrating Police Scotland values at all times.
2. To undertake an assessment for Threat, Harm, Risk, Investigative, Vulnerability and Engagement opportunities and determine the initial police response.
3. To decide on the priority grading for all incidents created and ensure correct transfer to relevant business areas for allocation of police response.
4. To dynamically populate, update a range of computerised information systems to record incidents in accordance with Force guidelines.
5. To dynamically interrogate a range of computerised information systems for previous history and identify any vulnerabilities.

Key Accountabilities

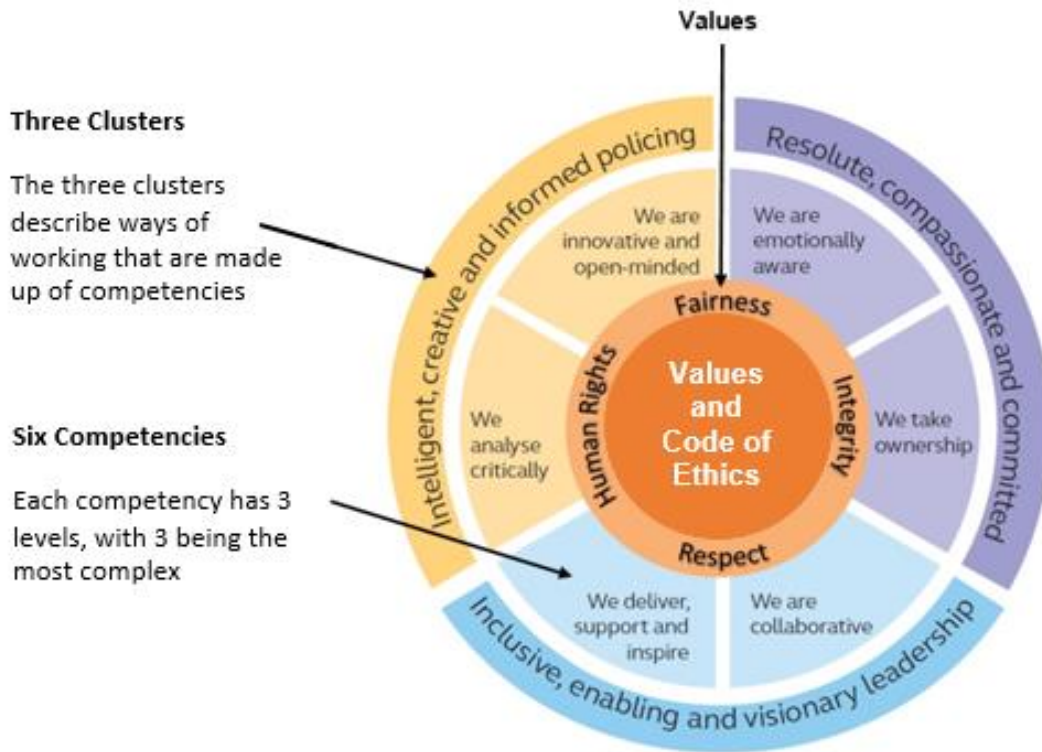
(This section details the key responsibilities required for the role)

6. To dynamically refer callers to other partner agencies (such as NHS Mental Health Pathway) for those encountering mental health episodes. This requires careful judgement and decision making whilst working under pressure.
7. Provide relevant support throughout the duration of a call where required until attendance of the appropriate emergency service.
8. To deal promptly, professionally and efficiently with all enquiries as time can be critical, re-directing where appropriate.
9. Liaise with other internal and external partner agencies (such as Scottish Ambulance Service/Scottish Fire & Rescue Service and British Telecom) as required.
10. Respond to reports of critical incidents and major emergencies.
11. Ensure appropriate dynamic notification of critical or serious incidents to Service Overview, including where possible the warm transfer of calls involving Firearms.
12. To ensure that the Service Centre Supervisor is appraised of all incidents of note.
13. To receive complaints against the police and action as appropriate in line with Force guidelines.
14. To fulfil a teaching/coaching/mentoring role to staff as required.
15. To attend court as a witness and to provide evidence in connection with the duties of the post, if required.
16. To keep abreast of developments, legislation and Force Policies to ensure the information provided is accurate and relevant.
17. To undertake a wide range of clerical and administrative processes in relation to the recording storage, retrieval, quality control and dissemination of information within the Force.
18. Will be responsible for assessing and self-managing risk within all aspects of the role.

The above accountabilities and responsibilities are not exhaustive, and the Jobholder may be required to undertake additional duties that are consistent with the level and grading of the role.

Competency Values Framework (CVF)

All roles are expected to know, understand and act within the Police Scotland Code of Ethics. The Competency and Values Framework (CVF) has six competencies that are clustered together into three groups. Under each competency are three levels that show what behaviours will look like in practice.



It is suggested that this role should be operating or working towards the following levels.

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

Education, Qualification, Skills and Experience

(outlines the skills and education and qualification requirements to be able to fulfil the role)

Educational/Occupational Essential

- Educated to Standard Grade level or equivalent, plus experience in the provision of customer advice using telephony and digital contact methods.

OR

- Where no formal qualifications exist proven experience of working within a similar environment.

Personal Qualities Essential

- Effective interpersonal skills.
- Confident, concise and excellent communicator with the ability to deal with matters urgently.
- Ability to elicit information to inform decision making whilst working on own initiative to solve issues on behalf of the public with minimal supervision.
- Ability to take relevant verbal information and record this dynamically to appropriate computer applications in a concise and accurate manner.
- Ability to multi-task dealing with a number of computer applications simultaneously whilst working under pressure.
- Ability to remain calm and professional when faced with challenging, emotional or distressed callers who may be personally insulting and/or exert emotional stress.
- Ability to adapt positively to change.
- Flexible.

Special Aptitudes Essential

- Proficient keyboard skills demonstrating a typing speed of 35 words per minute and knowledge of quick key functionality associated with Microsoft applications.
- Ability to utilise a number of computer systems simultaneously.
- Ability to problem solve.
- Experience of working with challenging situations or people.

Special Aptitudes Desirable

- Significant experience in either a call centre or customer service environment.

Is A Driving Licence Required?

Not Required

Any Special Requirements Pertinent To The Post

No

Continuing Professional Development (CPD)

(Outlines possible continuing professional development activities which enable the individual to maintain and enhance competence in the role)

Professional Registration / Licence

(outlines any ongoing registration or licensing requirements of the role)

Complete all annual and mandatory training required for the role.